

AN EASY READ GUIDE TO THE ASSOCIATIONS COMPLAINTS PROCEDURE

Issue: 06

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Responsibility: Care & Supported Housing

Next Review Date: July 2020

If you are unhappy with a service you receive from Hightown, please tell us so that we can look into it for you.

FIRST

- Speak to the manager or a staff member you feel comfortable talking to. If you do not feel confident in doing this, you can ask for help from someone else such as a member of your family.
- Staff will record your concern and do their best to sort it out immediately. They may need some time to look into the matter thoroughly, but will always get back to you within 10 working days.

If you are unhappy with the response from staff at the service and wish to raise your concern as a complaint, you need to do the following.

STEP 1

- Complain to a senior manager. You can do this by talking to them face to face, calling them on the telephone or by sending them a letter or an email.
- If you need help at any stage of the complaint process, you can ask staff to support you or to arrange for a volunteer from the local advocacy service to speak on your behalf. This person is known as an advocate, they do not work for Hightown.
- You must give us as much information as possible, including your name and address so that we can respond to you, and tell us what might be done to put the matter right.
- The senior manager will look into your complaint and may ask to meet with you to discuss it. They will write back to you within 10 working days. If they need more time they will write to you and let you know.

STEP 2

- If you are still unhappy, you, or someone acting for you, can write to the Director of Care and Supported Housing or the Chief Executive.
- The Director or Chief Executive will look into your complaint; they may contact you to discuss it. They will write back to you with a response within 15 working days.

HEAD OFFICE CONTACT DETAILS

The address and telephone number for Hightown Housing Association Head Office is;

Address:

Hightown Housing Association,
Hightown House,
Maylands Avenue,
Hemel Hempstead,
Herts. HP2 4XH.

Telephone Number: 01442-292300

External Organisations

If you are still unhappy, there may be other external organisations that you can speak to. This could include the County Council or the Social Care Ombudsman.

Staff at the service will be able to tell you which organisation to speak to and give you the information and contact details you need.

You will need to show whoever you speak to that you have given Hightown the chance to put things right before they can help you.

The above guide is a summary of the key points in the Hightown Corporate Complaints Policy. The full policy can be requested from staff at the service or by calling head office on the number above. A pictorial guide is also available.

CLIENT COMPLAINT FORM – EASY READ

Your Name			
Your Address			
Email Address		Telephone Number	
How would you like us to contact you?	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Letter <input type="checkbox"/>
Time & Date of Incident you wish to Complain about.			
Today's Date:			
Staff Member you reported your complaint to			

Details of your Complaint:

(Please use separate sheet if required)

What might be done to put things right:

Your Signature:

Details of Friend or Advocate who helped you with this form (if applicable)	
Signature of Friend or Advocate	

Signature of Staff Member Receiving Complaint:	Date Received:
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