

## Easy Read Complaint Booklet

What to do if you are not happy with the service provided by  
Hightown





A member of staff, advocate, friend or relative can support you to read this booklet



This tells you what to do if you or your advocate, family want to make a complaint

**Complain**

## How to make a complaint



Talk to the staff at the scheme where you get your care/support from

Ask them how to make a complaint

They may say:

Write to them

Fill in a form

If you find it hard to read or write, they can take details





It may also help by talking to the person you are unhappy with first.

It may solve the problem

## Making the complaint



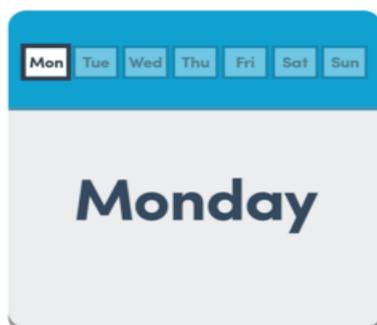
Think about what you want to say when making a complaint

You need to say what you are unhappy about:

- What Happened
- When it happened
- Where it happened
- What you want to complain about
- What you want us to do to make the problem better
- You also need to give your name and address



Make your complaint as soon as possible



This will help sort out the problem quickly



Keep copies of your complaint, letters or e-mails

Keep a note of the dates you got them or sent them as well.

You may need this information later



Staff will acknowledge your complaint within 5 working days and include the complaint reference number.

This is called Formal Stage 1



Staff will complete a full investigation and contact you with the outcome within 10 working days from the date of the complaint



If staff cannot sort it out straight away, they will contact you within 10 working days to agree an extension.

If an extension cannot be agreed, the staff will give you contact details of our commissioners so that you can challenge the timelines of the response.



Once you have received an outcome you will need to let us know if you are not happy with it.

You will have 20 days to do this



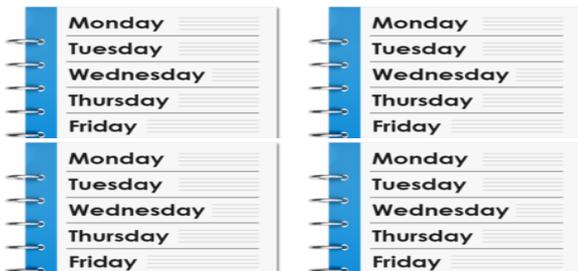
If you are still not happy this can be escalated to the Formal stage 2

Care and Supported Housing

The C&SH (Care & Supported Housing) Contracts Manager will investigate this

Hightown Tenants

The Complaints & Resolution Manager will investigate this



The C&SH Contracts Manager or Complaints Resolution Manager will look into your complaint.

They will get back to you within 20 working days.



The C&SH Contracts Manager or Complaints Resolution Manager will write or contact you if it is going to take longer than 20 days



You will need to let us know if you are still not happy with the outcome

You will have 20 days to do this



If you are still not happy with this outcome



There may be an external body, who you can complain to.

This depends on who regulates your service.



Hightown can provide details once the internal process has finished.



Please speak to a member of staff if:

- You have any questions.
- You require further information

## Client Complaint Form

Date



Name



Home Address



Who is helping you with this form



Details of complaint



**Information**

Your Suggestion to the problem



Your Signature



Friend or Advocate Signature



**Office Use –**

<b>Date Received</b>	
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<b>Staff signature</b>	
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<b>Date logged onto system</b>	
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