

How to complain and what to expect





You have a right to make a complaint to us when you have a problem with our service.



Making a complaint will not change the way in which we continue to work with you.



This is a shorter version of our how to complain document in easy read with icons.



If you want to talk to someone about how to make a complaint you can call us on:
0345 60 20 540



We want you to be happy in your home, so tell us if things aren't right.



This leaflet will tell you how to complain and what to expect if you complain.



Please use the complaints process if you are unhappy with:

- **Our service standard**
For example, a repair not done on time or not done properly
- **Our policies and procedures**
We have not acted in line with our policies and procedures
- **Our staff including agents and contractors**
If a staff member, agent or contractor has been unfair or treated you badly



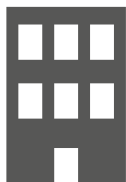


You can find out more about our standards by speaking to our team on **0345 60 20 540**



Or you can go to our website **www.midlandheart.org.uk**

You can complain or learn more about our standards by:



Visiting us at:
20 Bath Row, Birmingham
B15 1LZ



Calling us on:
0345 60 20 540



Writing to us at:
The Customer Hub,
Midland Heart, 20 Bath Row,
Birmingham B15 1LZ



If you need support with your complaint; your friend, family member, or a support worker can help you. Consent will need to be provided for us to discuss the complaint with your representative in line with data protection.



When you make a complaint

Firstly, we will do everything we can to try to fix your problem before it's taken to the complaint stage.



Our formal complaints system is as follows:

First Stage Resolution

- The department where the service failure happened will acknowledge your complaint and will aim to provide an immediate resolution
- However, depending on the nature of the complaint an immediate response may not be possible





Investigation

We will investigate your complaint if you are not happy with the first stage resolution.

For example if:

- Actions agreed at the first stage resolution have not been delivered or happened in agreed time scales
- We haven't responded to all aspects of your original complaint
- We haven't followed our complaints process
- The complaint involves someone who has been hurt or at risk of being hurt

If we investigate the complaint, we aim to respond within 10 working days. In some cases it may take longer. We will contact you if this is the case to agree a timescale.



14 days



20 days

What next?

Formal review

Please let us know if you are not happy with the outcome of the investigation within 14 days. Your complaint will then be escalated if we find that:

- There's evidence that our complaints process has not been followed
- There are elements of the complaint that have not been addressed
- In a formal review your complaint will be passed to a senior manager, who will reinvestigate and provide a final response
- The outcome of the formal review will be signed off by a customer moderator
- Our aim is to provide a final decision within 20 working days. Depending on the nature of the complaint it may take longer. If this is the case we will contact you and agree a timeline



External review

If the complaint cannot be escalated to formal review you will be advised that you have the right to seek external review.

If you want an external review there are a variety of channels you can use, these include but are not limited to:

- Your MP
- Councillor
- Housing Ombudsman
- Local Government Ombudsman (includes social care)
- Financial Ombudsman Service
- Local Authority
- Care Quality Commission





Help and advice

If you have any questions, need help understanding this leaflet, or need it in another format such as large print or audio tape, please contact us using the details on page 4.

You can continue your complaint after following our process by contacting other organisations. They are on the following pages.





The Housing Ombudsman Service

The Housing Ombudsman Service will support you if you need it. Generally, they won't consider a complaint unless it has been through our complaints process.

The Housing Ombudsman will need a letter from our formal review investigator or 8 weeks have passed.

Learn more about the Housing Ombudsman by:



Visiting their website:

www.housing-ombudsman.org.uk



Writing to:

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ



Calling:

0300 111 3000
9.15am - 5.15pm,
Monday-Friday



Emailing:

info@housing-ombudsman.org.uk



Supported Housing

If you live in an Extra Care scheme and you are not happy with the way your complaint has been managed you can do the following things:

- If your complaint is about our home care service, you can complain to the Care Quality Commission
- If your complaint is about our Supported Living staff, you can complain to your local council

**If you need this guide in any
other format, please contact us.**

Midland Heart, 20 Bath Row,
Birmingham B15 1LZ

Tel: 0345 60 20 540

Web: www.midlandheart.org.uk