

Complaints: Easy Read



What is a complaint?

A complaint is speaking up about something you are not happy with or you do not like.

What can I complain about?

Here are some of the things you might want to complain about:



People – how staff talk to you and treat you.



Care and Support – are you getting what you need?



Information – have things been explained to you so that you understand?



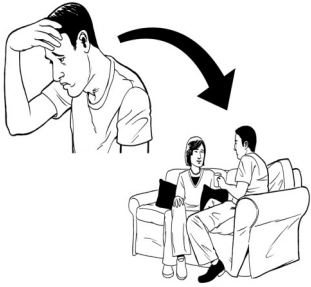
Buildings/Accommodation – are there any problems?



Food – is the food OK?

How do I complain?

You can talk to someone you trust:



Family Member

Friend

Support Worker

Manager

Advocate

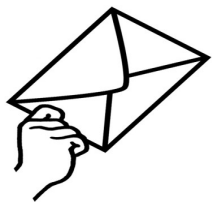
You can also complain by:



Telephone



Email



Filling in a complaints form



Writing a letter

What happens to your complaint?



We will try to sort things out straight away.



If we can't sort things out straight away we will tell you what is happening.



We will try our best to sort out your complaint within 10 working days.

What do I do if I am still unhappy?



Let us know!

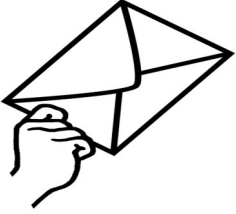


Someone else will look at your complaint.



They will let you know their decision within 10 working days.

[If you are still unhappy you can complain to organisations outside Horton Housing.](#)



We will tell you who you can contact in the appeal letter we send you. If you need help to understand the letter, please let us know.



Don't forget to tell us when things are going well and you are happy! We will try to keep this up.



Please let us know if you would like a full copy of our Complaints Policy and Procedure

