

So you can be  
**you**

**Complaints  
satisfaction survey**



**Easy-Read**



# Complaints satisfaction survey

**Tell us what you think**

1. Do you think the idea is a good one?

Yes

No

Not sure

This is about your recent **complaint**, we would like to ask you if you are **happy** that we responded well. A **complaint** is when you tell us about things you are unhappy with or think are bad about your support.



This might take some time to think about.

We would like you to be honest with your feedback and not worry about telling us something bad.



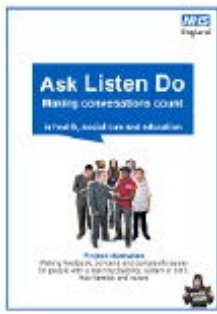
You might want to ask for some help from your support team or your family and that is okay.



We always want to learn from how we deal with **complaints**. Filling in this form will help us to **get better**.



Thank you for taking the time to complete this short **complaints satisfaction survey**.



# How we respond to complaints Ask, Listen, Do



At Dimensions we will:

**Ask** so you can tell us about a concern or make a **complaint**.

We will try to make it easy for you to tell us in a way that works for you.



At Dimensions we will:

**Listen** so we understand what needs to change.

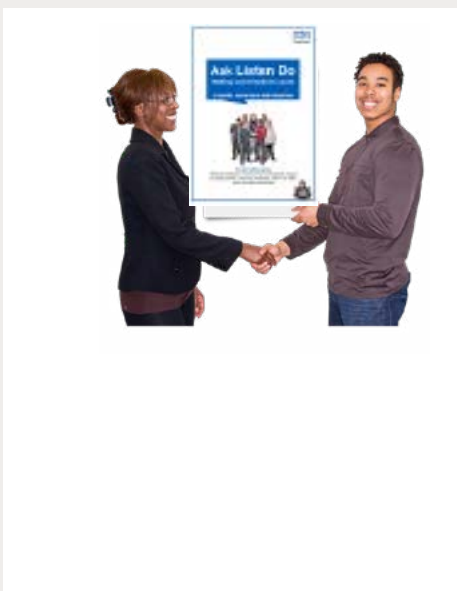
**Listen** to what you have said and say thank you for telling us.



At Dimensions we will:

**Do** so we can make the right changes and improve the support for you and others.

**Do** something about what you have told us. Tell you what we have done, in a way that works for you.



Lots of services in education, health and social care have agreed to **Ask, Listen, Do** and you can expect them to behave in this way, towards you.

We are **asking** you about your experience.

We will **listen** to this.

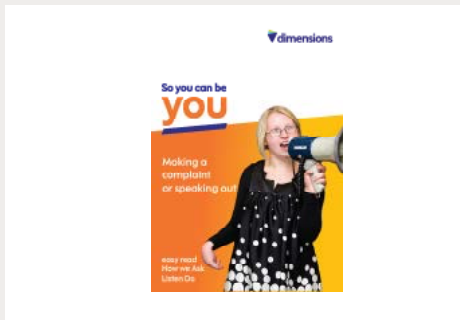
We will **do** by making changes if needed when we respond to a **complaint** next time.



Please enter your complaint ID number. This can be found on the complaints resolution letter.



So we can get better at dealing with **complaints**, please answer the questions below.



I was made aware by Dimensions of how to make a **complaint**.



I know that my concerns were taken seriously the first time I told someone about them.



Dimensions let me know what was happening about my **complaint**.



I was told the outcome of my **complaint** in a way that I could understand.





I was told the outcome of my **complaint** in the time I was told I would be.



Yes



No



I was told the outcome of my complaint by an appropriate person.



Yes



No

I think...

Please write anything else you want to tell us below.



How well did Dimensions deal with your complaint?



How do you think we could do better in future?



Is there anything else you'd like to tell us?





Dimensions is committed to **equality** and **diversity**. **Equality** means being fair to everyone. **Diversity** means respecting people's differences. These differences are things like gender, disability, age, religion, marital status, sexual orientation or ethnicity.

To do this we would appreciate if you could answer some questions about your **diversity**.

You do not have to answer all of the questions but by doing so, it helps us to make sure we treat people fairly.

All information is stored in accordance with UK-GDPR.

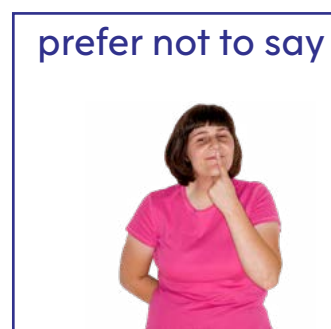
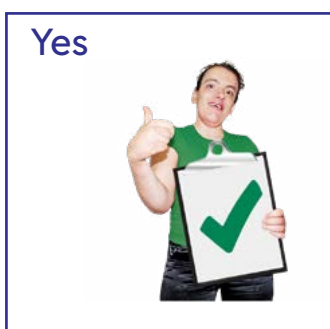


Please tick in the box as your answer.

1. What is your **sex**? Your **sex** is the body parts you were born with.






2. Do you identify as **transgender**? **Transgender** means when you identify with a different **sex** to one you were born as.
















### 3. Do you consider yourself to have a **disability**?

A **disability** is something that stops you from being able to do some tasks. This could be a medical condition, injury or illness.


<p>Yes</p> 	<p>No</p> 	<p>Prefer not to say</p> 
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If you ticked Yes, please let us know what **disability**. Please tick all that apply.

<p>Hearing</p> 	<p>Speech</p> 	<p>Visual</p> 	<p>Mobility</p> 
<p>Mental health</p> 	<p>Learning disability</p> 	<p>Dyslexia</p> 	<p>Other neurodiversity, like autism, dyscalculia</p> 
<p>Musculoskeletal (including back, neck and shoulder)</p> 	<p>Long-term health condition (such as diabetes, Multiple Sclerosis, heart condition, epilepsy)</p> 	<p>Other (please tell us)</p> 	



## 4. What is your age?

Under 25 years old	25 - 34 years old	35 - 44 years old	Prefer not to say 
45 - 54 years old	55 - 64 years old	Over 65 years old	



## 5. What is your relationship status?

<b>Married</b> 	<b>Civil partnership</b> 	<b>Single</b> 
<b>Other</b> 	<b>Prefer not to say</b> 	












## 6. What is your **sexual orientation**?

**Sexual orientation** means whether a person is heterosexual/straight, gay, lesbian or bisexual.

<p>Heterosexual/straight</p> 	<p>Gay woman/Lesbian</p> 	<p>Gay man</p> 
<p>Bisexual</p> 	<p>Prefer to self-describe</p> 	<p>Prefer not to say</p> 



## 7. What is your religion?

<p>No religion</p> 	<p>Christian</p> 	<p>Buddhist</p> 
<p>Muslim</p> 	<p>Jewish</p> 	<p>Hindu</p> 
<p>Sikh</p> 	<p>Other</p> 	<p>Prefer not to say</p> 



8. What is your **ethnic origin**? **Ethnic origin** means things like the colour of your skin and which country you were born in.





White

<p>British</p> 	<p>English</p> 	<p>Welsh</p> 
<p>Scottish</p> 	<p>Irish</p> 	<p>Any other white background</p> 



Mixed heritage

<p>White and Black Caribbean</p> 	<p>White and Black African</p> 	<p>White and Asian</p> 	<p>Any other mixed background</p> 
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## Asian or Asian British

<p>Indian</p> 	<p>Pakistani</p> 	<p>Bangladeshi</p> 	<p>Any other Asian background</p> 
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## Black or Black British

<p>Caribbean</p> 	<p>African</p> 	<p>Any other Black background</p> 
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## Chinese or Ethnic Group

<p>Chinese</p> 	<p>Any other background</p> 
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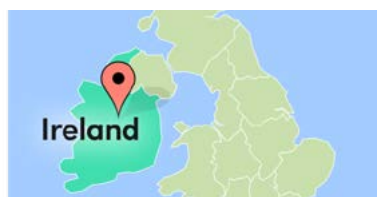


## Traveller

Roma/Romany



Irish traveller



Welsh traveller



Any other Roma or traveller background



Prefer not to say





# Keeping your personal information safe

We take care of your personal information and follow very strict rules.

If you'd like to know more there is a document called **Looking after your personal information when you make a complaint or compliment.**



If you'd like to know more about how we look after your personal information please ask your support team to provide a copy of the leaflet for you.



## Where to return your survey

Please return your completed Complaints Survey to:

The Complaints Team  
Dimensions UK Ltd.  
Building 1230,  
Arlington Business Park,  
Theale,  
Reading  
RG7 4SA



## **Better Lives for More People**

Dimensions supports adults with learning disabilities, autistic people, individuals with complex health or forensic needs, and those with a history of behaviours of distress.

The people we support and their families are at the heart of everything we do. We want every person we support to have a great, ordinary, active life as part of their local community.

### **Find out more**

[dimensions-uk.org](https://dimensions-uk.org)

**T** 0300 303 9001

**E** [enquiries@dimensions-uk.org](mailto:enquiries@dimensions-uk.org)

### **Find us on social media**

@DimensionsUK

### **Our address**

Building 1230, Arlington Business Park,  
Theale, Reading, RG7 4SA

