



## Making a complaint or speaking out

Easy Read

Product number 80193011161



## Thinking about complaints



We are Dimensions the organisation that supports you.



A complaint is when you speak out about things you are unhappy with.



You can make a complaint about the people you live with or your neighbours.



You can complain about staff if you think they have broken the rules.



You can find out about the rules that staff should follow in our series of booklets called: **What Dimensions does about...**



## Making a complaint



You can speak to your support worker or another member of staff.



You can speak to your manager or your local Operations Director.



You can fill out and send us the form at the back of this booklet or you can call us. Our number is at the back of this booklet.



You can ask a friend, someone from your family or an advocate or social worker to contact us.



## What happens when you complain



We will send you a letter within 7 days to let you know we have got your complaint.



Someone will speak to you or your advocate to try to make things better.



If you are still unhappy your complaint will go to a boss of Dimensions.



If you are still unhappy then you can speak to someone else. There are different people to speak to for different kinds of problems. The people you can speak to are on the next page.



## Complaining about your support



First complain to your manager, your social worker or the people who pay for your support at **Social Services**. Their address and phone number is:



You can also complain to the **Care Quality Commission** or the **Care and Social Services Inspectorate Wales**. These are the people who come and check that we are doing a good job.

They cannot look into your complaint but it is helpful for them to know that your service is doing things properly and is safe. If they are not, they can make things better.



**England**  
Phone:  
03000 616161

Email:  
enquiries@cqc.org.uk

**Wales**  
Phone:  
0300 062 8800

Email:  
ccsiw@wales.gsi.gov.uk



Write to:  
CQC National Contact Centre  
CQC National Correspondence  
Citygate, Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Write to:  
CCSIW  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ



## Complaining about your house or flat



If you are still not happy you can also complain to the **Local Government Ombudsman**.



A Dimensions tenant is someone who lives in a house or flat owned by Dimensions.



The **Local Government Ombudsman** looks at complaints about councils and some other authorities and organisations. Their job is to find out about complaints in a fair way.



If you are a Dimensions tenant and you want to complain, there is a booklet to help. The booklet is called 'How to complain - a guide for people with a Dimensions tenancy'



Phone:  
**0300 061 0614**

Email:  
**advice@lgo.org.uk**



If you are not a Dimensions tenant, first complain to your landlord. A landlord is the person who owns your house or flat. You can ask a member of staff for their phone number and address.



Write to:

**The Local Government Ombudsman**  
**PO Box 4771,**  
**Coventry CV4 0EH**



If you speak to your landlord and you are still unhappy, you can write to the Independent Housing Ombudsman.

The Independent Housing Ombudsman is set up by law to look at complaints about the people who look after your house.



Phone:  
0300 111 3000



Email:  
[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



Write to:  
**Housing Ombudsman Service**  
81 Aldwych  
London  
WC2B 4HN



## Complaining about your neighbours



You can complain about your neighbours to a Dimensions member of staff or your landlord's housing officer. You can ask a member of staff for their phone number and address.



They will help you to talk about your problems and can speak to your neighbours if you want them to.



## Complaining about crime



If someone hurts you or steals from you, it is wrong and they have broken the law.



You should talk to the police about what has happened or ask a member of your support staff to help you. If it is an emergency, then you should call 999.



Please fill in this form to tell us about your complaint. If you need help, please speak to a member of staff or an advocate.

Please write in the boxes.



Please tell us what your complaint is about by putting a tick in the box below.



Today's date



Where I live



Your name



My support



Your address



Dimensions staff



Your telephone number



Something else

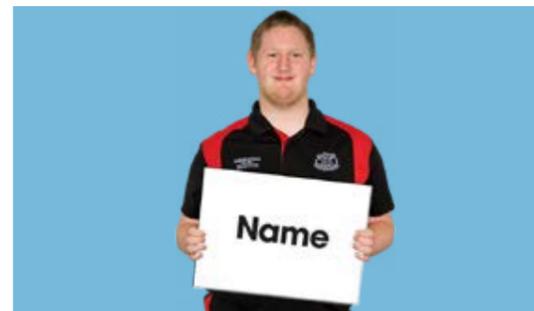


Please write about your complaint in the box below. If you need help please talk to a member of your support staff or an advocate.

Please write here



If someone has supported you to fill out this form, please can you tell us the following:



Their name



Their address



Who they are (staff/friend/advocate)



When you have filled it in, please give this form to your Support Worker or your Locality Manager.

You can also post it to your local office at this address. We will give you the money back for stamps.



Local office address: