

So you can be
you

How Dimensions
supports you to
make a complaint
or raise a concern.



easy read

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easy read

This booklet is about how Dimensions supports to make a complaint or raise a concern



This booklet has information in easy read words and pictures and is linked to a **policy. Dimensions On Call Policy.**



Policy: An important document that tells support teams about the rules to do their jobs well and to keep people safe.



This booklet is for **you and your support team;** to help you understand the rules.



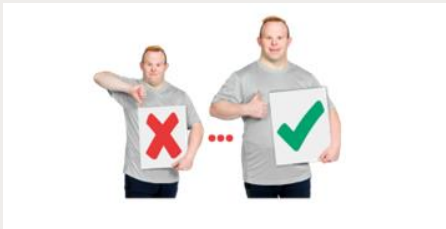
If support teams are not following the rules, you can tell your locality manager, a family member or a friend, who can **speak up with or for you.**



Or you can make a complaint. Using this booklet: **How Dimensions support you to make a complaint or raise a concern.**



What are concerns and complaints.



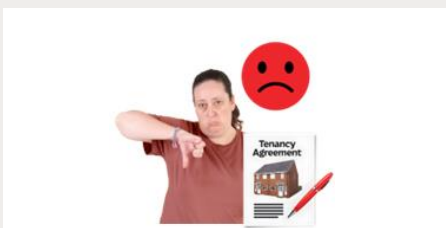
A **concern** is a when you speak out to ask for things to change and work together to make it happen.



A **complaint** is when you speak out and ask for someone to look into it for you.



As a **person supported**, this could be something you are unhappy about, or something that is not going well with your support.



As a **tenant** it could be something you are unhappy with to do with your rights and your tenancy agreement.



If you want to make a complaint about things that Dimensions cannot help with, you need to speak to:

- A Social Worker.
- Someone in your family or a friend.
- A Support Worker.
- In some cases, the police.



Who can help you to make a complaint



Someone in your support team.

Your Locality Manager - they manage your support team.

Your Operations Director - they manage the teams in your area.

A friend, someone from your family or an advocate or social worker.

An advocate - a person who will speak up for you.



You can contact:

Complaints and Compliments Manager:

Email: Complaints@dimensions-uk.org

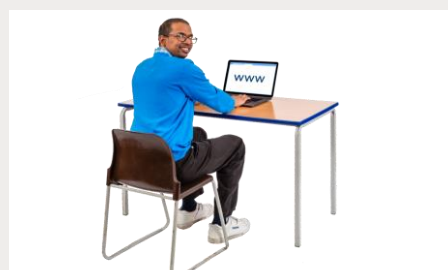
Call: 0300 3039024



Write to:

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

Discovery, The Exchange, Bridgwater, Somerset, TA6 4RR



You can use an online form at

Dimensions-uk.org

or

Discovery-uk.org on the complaints page.



As a **person supported** here are some examples of what you could complain about:



About the people you live with.



About your support team if you are unhappy with the way they are supporting you.



About your support being late or not turning up at all



About not getting enough support to see family and friends.



About not being supported to do the things you want to do.



As a **tenant** here are some examples of what you could complain about:



You might live in an area where there is anti social behaviour.



You might not get on with your neighbours or have noisy neighbours.



As a tenant you might have waited too long for a repair or broken appliances being replaced.



As a tenant you might complain about rent increases.



If you are worried about making a **complaint** or **raising a concern**

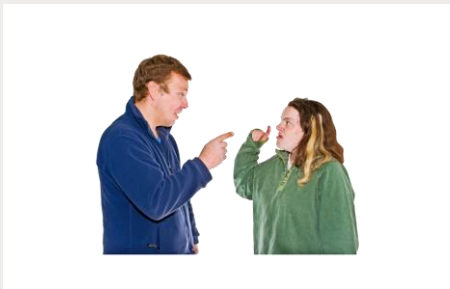


It is very important that you know that you can make a **complaint** at anytime.

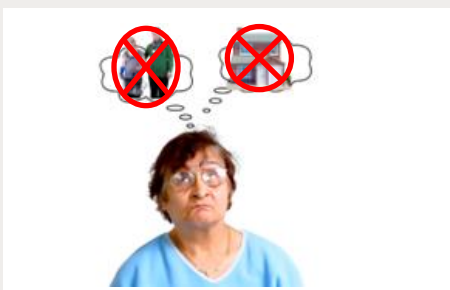
Dimensions want people supported and tenants and their loved ones to **raise a concern or make a complaint**.



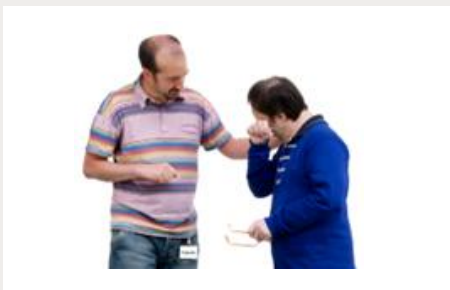
When we know something has gone wrong, we can work together to make it better.



Sometimes people are worried that if they **make a complaint** people will not believe them or they might get in trouble.



Sometimes people are worried that their support or where they live could be taken away.

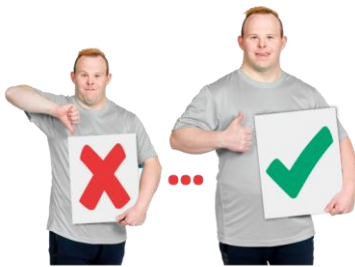


It is important to be brave and **complain**, or **raise a concern**, your support team will be there for you.



At Dimensions we will:

Listen to what you have told us.



Do what we can make the right changes.



Tell you what we have done in a way that works for you, for example, we could:



- Send you an easy read letter.



- Email you with an update.



- Call you on the phone.

- Invite you to a Microsoft Teams meetings.



Record using an online report form called **Radar**.

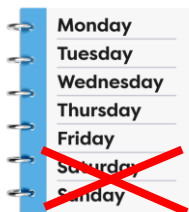
Radar is where we record anything that might be worrying. This includes when people make a complaint or raise a concern.



What happens when you complain or raise a concern?



If you have made a complaint - We will send you a letter within **5 working days** to let you know we have got your complaint.



Working days - Monday to Friday
(Not including any Bank Holidays)



Someone will be asked to **investigate** the complaint.

Investigate: Find out what has happened.



Once we have let you know we have received your **complaint** we have **10 working days** to **investigate** and let you know what we have found out.



If you have **raised a concern**, someone will speak to you or your advocate to try and sort the problem out.

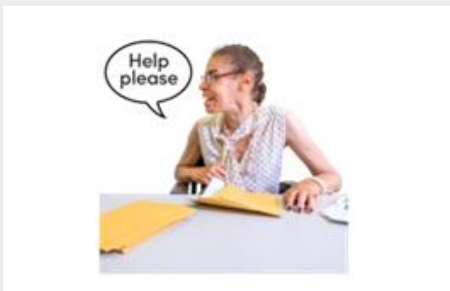


What will the letter say?



It will let you know the **outcome** of your **complaint**.

Outcome - What they found out.



It is important that you have the right support to go through this letter, so that you know that Dimensions have listened to you and what they are going to do about it.



You may also want to challenge the **outcome**, we explain how to do this on the next page.



The **outcome** depends on what was found, if they agree with your this is called **upheld** and they will explain what will be done about it.

Upheld - agreed with you.



The outcome might be that they could not find enough evidence to agree with your **complaint** and this is called **not upheld**.

Not Upheld - didn't agree with you

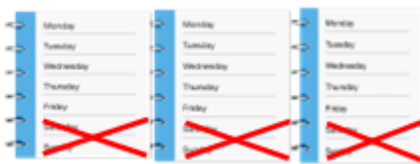


If you are not happy with the **outcome**.



If you are not happy with the **outcome** of your **complaint**, you have the **right to appeal**.

Right to appeal - this means you can ask Dimensions to look at your **complaint** again.



Ideally, you need to appeal within **15 working days** of being informed of the outcome of your complaint.

Working days - Monday to Friday (Not including any Bank Holidays)



If your **complaint** is looked into again the **outcome** might be the same, **not upheld**.

Not upheld - didn't agree with you

Local Government &
Social Care
OMBUDSMAN

If you are not happy with the result of the investigation by Dimensions you can ask an **ombudsman** to review your **complaint**.



An **Ombudsman** - Is someone whose job it is to look at **complaints** about companies and organisations.

They do not work for the company or organisation, so do not take sides.



More about the Ombudsman

Local Government &
Social Care
OMBUDSMAN



In England the **ombudsman** is the Local Government and Social Care Ombudsman

You can call them on:

0300 061 0614



You can also fill in a form on their website:

<https://www.lgo.org.uk/>

<https://complaints.lgo.org.uk/>

 **Ombudsmon
Ombudsman**
Cymru · Wales



In Wales the **ombudsman** is the Public Services Ombudsman for Wales

You can call them on:

0300 790 0203



Email: ask@ombudsman.wales

Website: <https://www.ombudsman.wales/>



Address:

Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Housing

Ombudsman Service



Housing Ombudsman Service

Website:

<https://www.housing-ombudsman.org.uk/>



You can call them on:

0300 111 3000

Email: info@housing-ombudsman.org.uk



Address:

PO Box 1484

Unit D

PrestonPR2 0ET



If you live in England you can also send your appeal to the **Care Quality Commission**.

Care Quality Commission - These are the people who come and check we are doing a good job



Phone: 0300 061 6161

Website: <https://www.cqc.org.uk/>



Address:

CQC Citygate,
Gallowgate
Newcastle upon Tyne
NE1 4PA



Address:

CQC 2 Redman Place
London
E20 1JQ



If you live in Wales you can also complain to the **Care Inspectorate Wales**

Care Inspectorate Wales - These are the people who come and check we are doing a good job



You can call them on:

0300 790 0126

Website:

<https://www.careinspectorate.wales/>

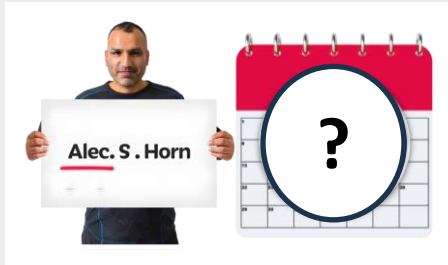


Address:

Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ



What to write in your complaint letter



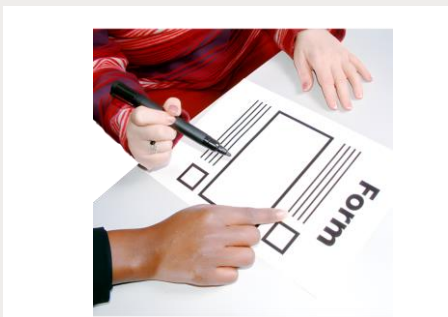
Your full name:

The date:



Your address:

Your phone number:



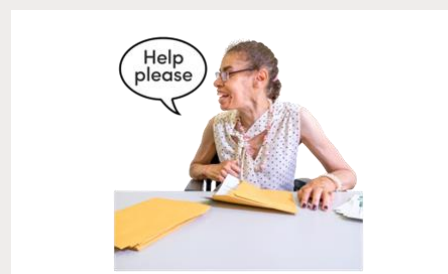
Tell us about your complaint, tell us as much as you can.

Knowing more helps us to look into your complaint.



Examples:

- ✓ Your support
- ✓ Dimensions support team
- ✓ Tenancy or housing
- ✓ Something else



If you need help to make a complaint, please talk to a member of your support team or an advocate.



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



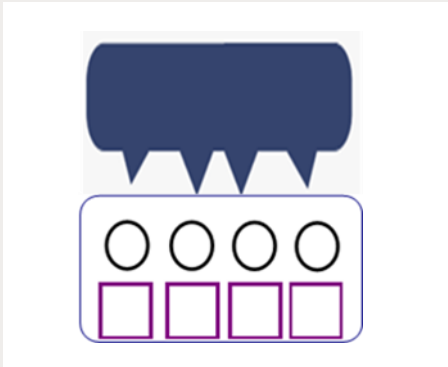
Their name:
Their address:
Who they are:



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.
We will give you the money back for stamps.



This booklet has been updated and redesigned, **by Dimensions Easy Read Readers Panel.**
Co-produced by Quality Consultants who are experts by experience.
Version one: 12.01.2026

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

T 0300 303 9001

E enquiries@dimensions-uk.org

Find us on social media
@DimensionsUK

Our address

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

