

Making a Complaint



Complaints



What is the aim of the complaints policy?

To make sure that every complaint is fully investigated and appropriate action is taken.

We are committed to giving the best possible service to people who receive support or services from PBHA. We want to hear your complaints so we can improve our service.

Who can use the complaints policy?

The policy can be used by anyone receiving a service from PBHA.

This includes tenants, work schemes participants, people using PBHA facilities, and people from other agencies, who either provide to or receive services from PBHA.

Can I get help with making a complaint?

Yes. At any stage you may ask a friend or advocate to advise or support you.



An advocate is someone who is not employed by PBHA, but knows about our policies. They are independent of PBHA. They can offer advice and support to all PBHA service users to help them in using PBHA policies, including the complaints policy.

Information about how to contact an independent advocate is available from admin at Kingsland Hub.



How do I make a complaint?



Wherever possible you should try talking to a worker first. If you still wish to make a complaint let them know either by talking to them again, or by putting it in writing.

Wherever possible you should email a formal complaint to
quality@peterbedford.org.uk

Alternatively you can make the complaint directly to the relevant manager. The relevant manager is responsible for the service being complained about, or the line manager of the worker being complained about.

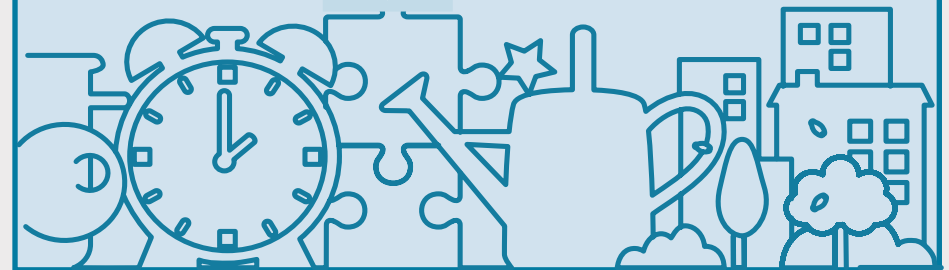
What happens next?

Within a week of receiving the full details of the complaint the manager will contact you to tell you what they will be doing about it, and will tell you how long this will take.

When they have come to the end of their investigation the responsible manager will let you know the outcome.

They will tell you:

- *What conclusions they've reached,*
- *Why they came to these conclusions,*
- *What action is to follow as a result.*



i What can I do if I am not happy with these decisions?

If you want to take the matter further, please email quality@peterbedford.org.uk. You will then be contacted by the Housing Officer to let you know who will be taking the matter further, and how long it will take.

At this stage, it will usually be the Chief Executive Officer, or a member of the Senior Management Team, who looks into the complaint. They will let you know their decision.

Is there anyone outside of PBHA I can complain to?

If after using all the stages of our complaints policy, you are still unhappy, then you may be able to use an outside agency to take your complaint further.

*If the complaint is to do with you as a tenant, then you can approach: **Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ (Telephone: 0300 111 3000)***

If the complaint is to do with the support you received, then you can approach the borough in which you are living, often the Supporting People Team.

How can I find out more about the complaints policy?

To get a copy of the full policy and procedure, please ask a member of staff, or visit our website.

The full policy has more details and includes information on external agencies.

