

Opening doors to homeless and vulnerable people

# How to complain



# How to complain

**Framework welcomes comments about your experience of our services. We think it is one of the best ways to improve how we work. These comments might be good or bad.**

If you are a service user, you will have received a feedback form that you can use to make suggestions and compliments or to complain.

One of the ways to tell us that you have been disappointed is by making a complaint. Framework will ensure that nobody who makes a complaint will be treated differently because they have done so.

If you want to write down your complaint, but have problems with writing or language please ask one of Framework's workers to help you. There is a form which you can fill in with the details of your complaint.

**I don't feel comfortable speaking to a member of Framework staff about my complaint. Is there somebody else I can speak to?**

If, at any of the stage, you do not feel comfortable dealing with Framework staff directly, you can get help from an independent advocacy service called SEA. This service is free to Framework clients.

**You can contact SEA on:**

**Freephone 0800 0197 828 (landline only)  
or 0115 924 5052.**

# What do I need to do to make a complaint?



## **Step 1 - Informal complaint**

Tell a Framework member of staff. They will listen to you, try to explain the situation and take action if appropriate. They will keep a record of what you say. **If you are not happy with their reply you can make a formal complaint.**

## **Step 2 - Formal Complaint**

To do this your complaint needs to be put in writing. If you need help doing this, a Framework member of staff or an advocacy worker from SEA will give you the support you need to fill in a complaint form.

Framework will look into the problem you have raised and let you know the outcome of your complaint in writing within 14 days of your writing to us. **If you are not happy with the outcome you can Appeal to the Senior Management Team at Framework.**

# What do I need to do to make a complaint? (continued)

## **Step 3 - Formal Appeal**

You must Appeal within 14 days of being told the outcome to your formal complaint.

To do this, write to the appropriate Service Director and give details of why you are not happy and what you want done to put things right. If you need help doing this, a Framework member of staff or advocacy worker from SEA will assist you.

The Service Director or designated Manager will look into your complaint and let you know the outcome in writing within 14 days of your Formal Appeal. **If you are still not happy with the outcome you can make a Final Appeal.**

## **Step 4 - Final Appeal**

You must make a final appeal within 14 days of being told the outcome to your Formal Appeal.

Your complaint and what you want done will be looked at by a panel of people, which will include Framework's Chief Executive and Chair of the Board or another Board Member (as nominated by the Chair). You will be told in writing at least 10 days before when this meeting will be and will be asked to come to state your case. You will be told of the outcome in writing within 5 days of the meeting.

**If you are still not happy with the outcome, you can complain to the Independent Housing Ombudsman or the funder of the service.**



### **Step 5 - Independent Housing Ombudsman or service funder**

You cannot complain to the Independent Ombudsman or service funder until you have completed steps 1–4.

If after the Final Appeal you are still not happy you should speak to a member of Framework staff or an advocacy worker from SEA who will give you details of how to complain to either the Independent Housing Ombudsman or the funder of the service.

**If you have any questions about the Complaints procedure, please speak to a Framework member of staff or advocacy worker from SEA.**

## For your information

If you need the information in this leaflet in a different language, Braille, large print, on audio tape or a text-only version, please contact us on **0115 841 7711** or email **info@frameworkha.org**

You can also download a text-only, large print version of the leaflet from our website at [www.frameworkha.org](http://www.frameworkha.org)

### Czech

Tento leták vysvětluje, jak můžete podat stížnost na služby, které Vám poskytla organizace *Framework*. Pokud byste chtěli informace v tomto jazyce, zavolejte prosím na číslo 0115 841 7711 nebo pošlete email na [info@frameworkha.org](mailto:info@frameworkha.org)

### Kurdish

ئەم بڵاڤۆكە دەربارەى نموونەى كە چۆن گۆز بێدە (شكات) پێشكەش دەكەیت دەربارەى ئەو خزمەتگۆز  
ارێبەى كە لە فرەمۆرك (Framework) وەر بەدەگرت. ئەگەر بێم زمانە ئارەزووى زانیاری دەكەیت،  
تەكایە تەلەفون بکە بۆ 0115 841 7711 یان نێمەیل بکە بۆ [info@frameworkha.org](mailto:info@frameworkha.org)

### Polish

Niniejsza broszura zawiera informacje, jak złożyć skargę dotyczącą usług świadczonych przez organizację Framework. W celu uzyskania informacji w języku polskim należy zadzwonić pod numer 0115 841 7711 lub wysłać e-mail na adres [info@frameworkha.org](mailto:info@frameworkha.org)

### Portuguese

Este folheto informativo refere-se à forma como deve efectuar uma queixa acerca do serviço providenciado pela Framework. Para obter mais informações nesta língua, ligue 0115 841 7711 ou envie um email para [info@frameworkha.org](mailto:info@frameworkha.org)

### Punjabi

ਇਹ ਲੀਫਲੈੱਟ ਇਸ ਬਾਰੇ ਹੈ ਕਿ ਤੁਹਾਨੂੰ ਕੋਮਰਸ਼ਲ ਤੌਰ 'ਤੇ ਸੇਵਾ ਮਿਲਦੀ ਹੈ, ਉਸ ਬਾਰੇ ਤੁਸੀਂ  
ਸਿਕਾਇਤ ਵਿੱਚੋਂ ਕਰ ਸਕਦੇ ਹੋ। ਜੇ ਤੁਸੀਂ ਇਸ ਬਾਰੇ ਵਿੱਚ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ  
0115 841 7711 'ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ [info@frameworkha.org](mailto:info@frameworkha.org) 'ਤੇ ਈਮੇਲ ਕਰੋ।