

Key information sheet

A Guide to Making a Complaint



Who can use the complaints procedure?

- Any customer who receives a service from us or is a resident in one of our properties
- Anyone acting on behalf of a resident or service user, if the person has given them permission to do so
- Anyone who is affected by our properties or services

Why do we have complaints procedure?

The opinions of our service users matter to us. If you tell us when you are not happy with a service we provide, you are giving us the opportunity to put things right and to improve our services.

When can I make a complaint?

If you feel that we have failed to deliver a service, or that we have provided a poor service, please let us know so we can put it right. If we cannot sort things out for you straight away you may wish to report the matter as a formal complaint.

We will not log a formal complaint if:

- The incident happened more than six months ago and this is the first time you have told us about it
- You are taking legal action against us on the same issue

- You are reporting something for the first time – e.g. repair, problem with a neighbour. This will be recorded as a service request rather than a complaint. If you are unhappy with the way we resolve your problem you can then ask us to record the matter as a formal complaint

How do I make a complaint?

You do not need to use a form to make a complaint. You can contact us by telephone, letter, e-mail, fax, in person or on our website. If you contact us we can try to fix the problem with you straight away. If we cannot fix it immediately and you want to make a formal complaint, please tell the person you are speaking to so that the issue can be recorded as a formal complaint.

Contact Information:

Circle Support Complaints Coordinator:
Jason Large - Telephone: 0207 704 5437
E-Mail: jason.large@circle.org.uk
Website: www.circlesupport.org.uk

The more information you provide, the easier it is for us to help. Please tell us what your complaint is about, who you have contacted and what you would like us to do to put things right.

What will happen?

We will log your complaint and send you an acknowledgement letter within 3 working days. This will include a complaint reference number, the name of the person who will be dealing with your complaint and a date for us to respond to you by.

Stage 1

A person from the relevant team will investigate your complaint. They will speak to you to understand exactly what your issues are and try to come up with the right solution. They will then write to you to confirm the result of their investigation within 10 working days of the complaint being logged.

If you are not happy with the outcome, let us know within 28 days of receiving the response letter and we will move your complaint to the second stage of our procedure.

Stage 2

A manager from the relevant team will look into your complaint and try to resolve the problem. Again, they will contact you to discuss your complaint and then write to you to set out the response within 10 working days of the complaint being escalated.

If you are still not happy after this stage, let us know within 28 days and we will escalate your complaint to the final stage of our procedure.

Stage 3

We will arrange for an impartial Panel of Board and Committee members to hear your complaint. We will give you 10 days notice of when the panel is going to be.

We will invite you to attend the meeting to present your complaint in person. The

Panel will decide whether the complaint has been handled correctly and decide if any further action is required.

We will write to tell you the Panel decision within 10 working days of the Panel hearing and to set out what your options are.

What if I am not satisfied with the response I receive?

You may refer your case to an external organisation. If you are a tenant, leaseholder or housing applicant you can contact the Housing Ombudsman Service. The Ombudsman will only investigate your complaint after it has been through all the stages of our internal complaints procedure.

Housing Ombudsman Service
81 Aldwych, London, WC2B 4HN
E-Mail: Info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk
Telephone: 0207 421 3800
Lo-call: 0845 7125 973

If your complaint is about a Supported Housing service provided by Circle Support you should contact the relevant Local Authority Supporting People Team.

If your complaint is about a Registered Care service provided by Circle Support and you pay for your own care you should contact:

Local Government Ombudsman:
0300 061 0614
0845 602 1983

If your complaint is about a Registered Care service provided by Circle Support and the local council pays for your care you should contact:

The local Council Social Services Department – we work with these

