

Southdown

Making Life Work

Complaints Leaflet

For people living in Southdown services



How to make a complaint if you are unhappy about your care and support

You might be unhappy about things like



Other people's loud music



Your things getting broken



Staff being rude to you or not explaining things to you properly



Staff making or receiving personal phone calls while they should be supporting you



Staff doing personal shopping while they should be supporting you

What should you do?



First of all tell someone you trust.

This could be your Key Worker, another Support Worker, a friend or relative.

Tell them why you are not happy and ask for their help.



If it involves other people you live with you could talk about it at a meeting with them.



You can also speak to your Service Manager.



Stage 1

If you have tried all these things and you are still unhappy we need to have a written record of your complaint.

This can be a letter or on the Southdown complaints form.



If you find this difficult, you can ask a support worker, friend, relative or someone at the Lewes office to write it down you for you.



A senior manager will write back to you in 3 days.

They will let you know who will be looking into your complaint for you.



Another manager will find out what they can about your complaint.

They will let you know what they decide to do in 10 days.



Stage 2

If you do not agree with what they have decided you can write to one of Southdown's Directors.

They will write back to you in 3 days.



The Director will ask a Senior Manager to look at your complaint again.

The Senior Manager will let you know what they decide in 10 days.



Stage 3

If you do not agree with what the Senior Manager has decided, you can write to Southdown's Chief Executive.

His name is Neil Blanchard.

He will write back to you in 3 days.



He will ask another Senior Manager to look at your complaint.

They will let you know the final decision in 10 days.



If you do not agree with Southdown's final decision there are other people you can get in touch with. This could be a Care Manager.



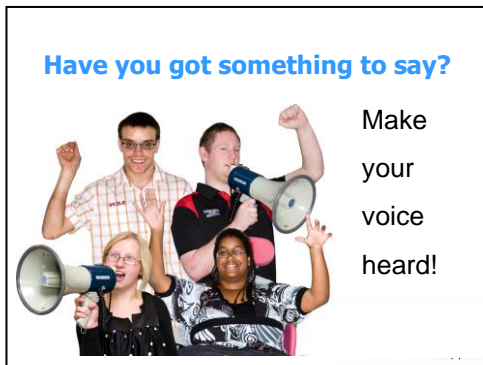
If this is difficult for you, ask someone you trust to help you.

This could be your Key Worker, another Support Worker or a friend or relative.



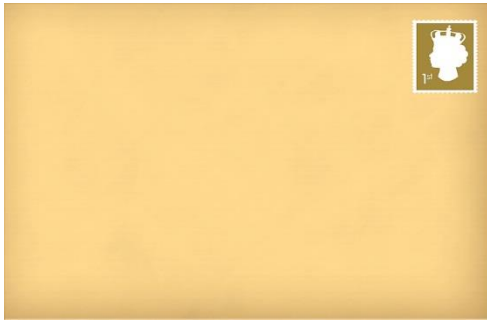
At Southdown we will listen to your complaint and make sure it is dealt with fairly.

You will not be treated badly for making a complaint.



We also have comment cards if you have got something to say.

It could be a question, a comment or a grumble.



Our Address is

Southdown Housing Association
2 Bell Lane
Lewes
BN7 1JU



Our telephone number is
01273 405800



Our email address is
info@southdown.org