

Southdown



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 your complaint in writing.

This can be a letter, email 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 for you.



A manager will write to you within 3 days to let you know they will look into your complaint.



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

Stage 2



If you do not agree with what they decide, you can write to one of Southdown's directors. **You need to do this within 30 days.**

They will write back to you in 3 days.



The director will look at your complaint again and let you know what they decide within 20 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 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@southdownhousing.org