

Have your say

How to give us feedback, including making a complaint

This leaflet explains how you can share feedback with us - whether you want to let us know about something you're not happy with, highlight something you appreciated, or make a complaint.

We welcome all feedback. It will be treated confidentially and only shared with those who need to know.

Your feedback helps us understand what we're doing well and where we can improve.



We want to hear from you

Tell us if you're not happy with something and we will work with you to try to resolve the problem.

Let us know by completing our online **Have Your Say** form which is available on our website's 'Contact us' page. If you need help completing the form, you can ask a member of staff to help.

Complaints

You can use the same form to make a complaint.

Our process for complaints is explained on the next page. If you would like a copy of our Have Your Say – Complaints Policy, you can ask a member of staff or view it online by clicking on the linked text below.

[Have your say - Complaints policy](#)

Consent

If you are making a complaint on behalf of someone who uses a Southdown service, we will need to confirm that they are happy for you to act on their behalf. If they do not give us their consent, we will not be able to proceed with the complaint.

If you need more time during the complaints process because of a disability, let us know. We'll be happy to adjust our deadlines to make sure you have the time and support you need.



We can make reasonable adjustments to support you. If you need more time, translation, or interpretation, please let us know.

Our Complaints procedure

Our online [Have Your Say form](#) will guide you to share what happened and what outcome you'd like. We may contact you for more information, using your preferred way of communication. After reviewing your complaint, we'll provide a written summary of the outcome.

Stage 1: Initial response

- We'll acknowledge your complaint **within five working days**. This confirms our understanding of your concerns, provides a reference number, outlines who is handling your complaint and the next steps.
- We'll then look into what happened and work with you to resolve the issue, keeping a clear record of what we do. If we need more information, we'll contact you.
- You'll receive a Stage 1 response **within ten working days** of our acknowledgement, explaining what we've done or plan to do. If we need more time, we'll let you know and explain why.
- If you're not happy with the response, you have **30 calendar days** to request a **Stage 2 review**.

Stage 2: Review

- A senior member of staff will review your complaint. You'll receive a **Stage 2 Acknowledgement within five working days**, confirming our understanding of your concerns, your reference number, who is handling your complaint, and the next steps.
- We'll review how your complaint was handled, consider the evidence, and decide if further action is needed. If we need more information, we'll contact you and keep a clear record of our actions.
- You'll receive a **Stage 2 Response within 20 working days** of the acknowledgement, outlining any actions we've taken or plan to take. If more time is needed, we'll let you know and explain why.

If you are still unhappy

If you're not satisfied with the handling of your complaint, you can contact the organisation that regulates or funds your service:

Service type

Housing Services

(Tenants or shared owners)

Learning disabilities services

Mental health services

Data protection concerns

Contact

Housing Ombudsman Service

- ☎ 0300 111 3000
- ✉ info@housing-ombudsman.org.uk
- 🌐 housing-ombudsman.org.uk

Care Quality Commission (CQC)

- ☎ 03000 616161
- ✉ enquiries@cqc.org.uk
- 🌐 cqc.org.uk

Parliamentary and Health Service Ombudsman

- ☎ 0345 015 4033
- ✉ england.contactus@nhs.net

If you would like help making a complaint, contact your local Healthwatch:

[Local Healthwatch contact details.](#)

Information Commissioner's Office (ICO)

- ☎ 0303 123 1113
- 🌐 [Data protection complaints with ICO](#)

Other ways to contact us

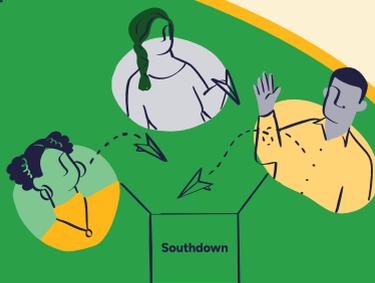
We want to make it easy for you to tell us what you think, including when things go well.

You can:

- Speak to a member of staff or manager
- Complete a feedback form in your service
- Use the feedback form on our website's

Contact us page

- Email: feedback@southdown.org
- Write to: 2 Bell Lane, Lewes, BN7 1JU
- Call: 01273 405800



southdown.org