

Action Homeless: Compliments, Suggests and Complaints Information



At Action Homeless, we value your feedback and use it as a tool to continually improve our services. In order to do this we need your compliments, suggestions and complaints.

You will find more information about our procedures in this booklet.

Advocacy

You may wish to have support from an advocate when making a complaint.

This will be a person of your choice, and may include:

- **Referring Agency**
- **Family Member**
- **Friend**
- **Fellow housemate**

External Agencies

External agencies have their own complaints procedures. Please enquire with a member of staff or contact central services if you need support to access.

Leicester City Council Services

Email: customer.services@leicester.gov.uk

Phone: 0116 454 1000

Leicester Hospitals & NHS Services

Email: Complaints@leicspart.nhs.uk

Phone: 0116 295 0831

You are welcome to use our **Compliments, Suggestions and Complaints Form**.

You can ask a member of staff for this or find it on our website <http://actionhomeless.org.uk/about-us/contact-us/>

Who can make a compliment, suggestion or complaint?

Anybody who uses or comes into contact with our services.

How to make a compliment, suggestion or complaint:

Discuss your complaint with a member of staff

Call our office: 0116 2211 851

Send us an email: info@actionhomeless.org.uk

Write to us:

Action Homeless, Ridgeway House, Little Hill, Newton Lane, Wigston, LE18 3SE

You may wish to complain if:

You are unhappy about the service or treatment you have received from Action Homeless.

Our Procedure

Stage 1 – Informal

We hope that most complaints can be dealt with informally by talking to a member of staff at the project. The staff member will deal with the complaint and try to resolve the matter. We understand that you may not always be able to approach a member of staff at the project and so you can also discuss your complaint with a manager or senior manager. To do this you need to contact Head Office and leave your name, contact details and the name of the project. An appropriate manager will contact you to discuss the complaint. We will let you know what is going to be done about the complaint within 10 working days. After this we aim to let you know what is going to be done within 10 days.

Stage 2 – Formal Investigation

If you are unhappy with the outcome at Stage 1, or if it is not appropriate to deal with your complaint informally, you can discuss this with a manager or senior manager and request a formal investigation. We will carry out an investigation within 10 working days. We will do our best to resolve your complaint and reach an outcome that you are happy with.

Stage 3 – Review

If you are unhappy with the outcome of Stage 2 you can request a review of the investigation and can do this by writing to the Director of Operations, Action Homeless, Ridgeway House, Little Hill, Newton Lane, Wigston, Leicestershire, LE18 3SE. The Director of Operations will then review the investigation and inform you of the outcome within 10 working days.

Stage 4 - Appeal

If you are unhappy with the outcome at Stage 3, you can make an appeal, by writing to the Chief Executive, Action Homeless, Ridgeway House, Little Hill, Newton Lane, Wigston, and Leicestershire, LE18 3SE. You must place the appeal within five working days of receiving the review. Once received, the appeal will be heard within 21 days. The Chief Executive will do their best to resolve your complaint and reach an outcome that you are happy with.

Once you have exhausted all of these options, if you are still unhappy with the outcome you may need to discuss this matter with outside agencies.

The relevant services that you can contact are:

If PA or Riverside are your landlord;

Contact—<https://www.housing-ombudsman.org.uk/>

If Action Homeless are your landlord;

Contact—<https://www.theprs.co.uk/Consumer>

we are also happy to support you to seek further redress please ask.

You may also find it helpful to consult other agencies such as:

- **Citizens Advice Bureau**
- **An Independent Solicitor**