



How to make a complaint



This is an EasyRead version of:
Service Standards How to make a Complaint

How to make a complaint



This leaflet tells you what you can do if you are not happy with a service you get from Sandwell homes.



Please tell us if something is wrong, so we can try to fix the problem.



We listen carefully to all your complaints.



We want to learn from our mistakes if we get things wrong. Then we can make our services better for you.

What is a complaint?



A complaint is when you say that you are not happy with a service.



You can make a complaint about:

- not getting a service you want



- waiting for a service



- a bad service



- how staff treat you



- a service is not right for you



- something that has been decided for you.

What will we do about your complaint?



In 3 days we will send you a letter to say we have got your complaint.



When we write you a letter we will tell you the name of the worker who is answering your complaint.



You will always be contacted by the investigating officer to talk about your complaint either by phone or home visit.

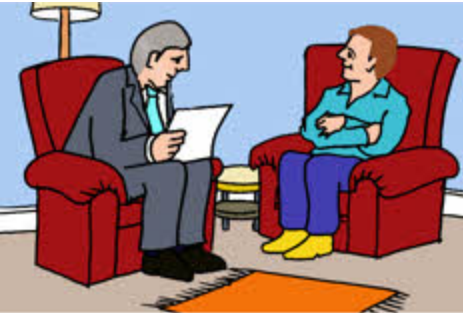
In 10 days we will give you an answer to your complaint.



If we need to do lots of things to answer your complaint it may take us longer.



If you are not happy with our answer you can ask for a manager in charge.



The manager will always do a home visit or meet at a place where you feel comfortable to talk about the complaint.

The manager will check the complaint again and write you a letter with what they find.



Sometimes you may not be happy with the manager's answer. You can ask for it to be looked at again.



The people in charge at Sandwell Homes will have a meeting to check the complaint again and will always meet with you to talk about the complaint.



They will write you a letter and say if Sandwell Homes needs to make any changes.

Local Government
OMBUDSMAN

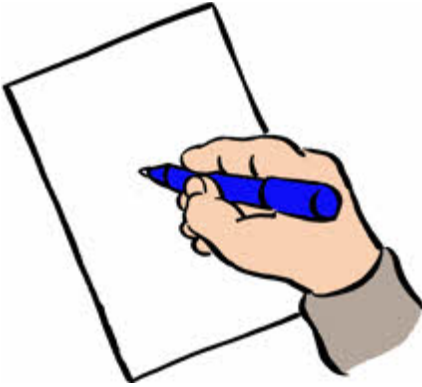


If you are still not happy with their answer you can write to the Local Government Ombudsman. Their address is at the end of this leaflet.



They will check your complaint and check what Sandwell Homes did to answer your complaint.

How to make a complaint



You can write to us:

Use the form that came with this leaflet.

Or

Write to your local Neighbourhood office

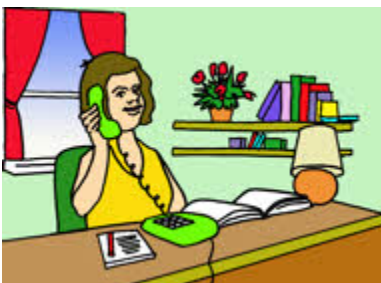
Or



Write to:



**Customer Service Centre
Operations and Development Centre
Roway Lane
Oldbury
West Midlands
B69 3ES**



You can call us:

The Customer Service Centre



Phone: **0121 569 6000**

Select option 4



Fax: 0121 569 6015



Text: 0780 140 065



Online:

Email:

customer_services@sandwellhomes.org.uk



Web:

www.sandwellhomes.org.uk

To complain to the Local Government Ombudsman

Write to:



**Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH**



Phone: **0845 602 1983**

or **0247 682 1960**



Email: **advice@lgo.org.uk**



Fax: **0247 682 0001**



Text: **0762 480 4323**

Text the words 'call back' and they will call you back.



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