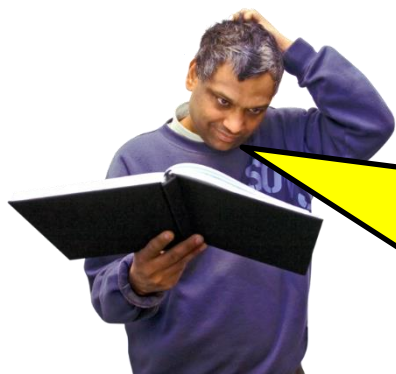




There may be some words that you don't understand, these are marked with an *. They are explained at the end of this document

An Easy Read Guide to Orwell's - Complaints*₁, Compliments*₂ and Compensation*₃ Policy*₄



This Policy has been created with the help from Orwell's Residents Steering Group*₅.

It works with the rules from the

- Housing Ombudsman*₆
- The Regulator for Social Housing*₇.
- And The Care Quality Commission*₈

If you are not happy with any of Orwell's service's you have a right to complain.

We also like to hear about the services you are happy with. This lets us know what we are doing well.

We will deal with complaints quickly and make sure that we make changes to our services if necessary.

All complaints are monitored to make sure that we are dealing with them correctly.

Information collected goes to the Board*₉ and Orwell's Steering Group.

This policy should be read with Orwell's Guide **on How to Make a Complaint.**



Statutory / Regulatory requirements

This Policy complies with the Rules listed below:

- Localism Act (2011),
- Housing Act (1996 – schedule 2),
- General Data Protection Act (GDPR) (2018),
- Equality Act (2010),
- Housing Ombudsman's Complaint Code,
- the Tenant Involvement and Empowerment Standards
- the Health & Social Care Act (2008) (Regulated Activities) Regulations 2014: Regulation 16.

Confidentiality and Freedom of Information

Orwell must follow the Rules of the Data Protection Act when we receive a complaint.

We will only talk to people who need to know about each complaint.

Complaints Procedure

Orwell tries to give a great service to all its Residents and Service Users.

But sometimes things can go wrong and if you feel that the service was not good.

If this is the case, you have a right to complain.

But some things may not be classed as a complaint. We can advise you on this.

If you are not happy with our first response, staff will help you to make a complaint.



Who can make a complaint?

Anyone can make a complaint to Orwell if you are not happy with the services that we provide.

There is a guide that goes with this Policy called – How to make a complaint.

How to make a complaint?

The best way to make a complaint is to contact our Customer Advisors Team.

Their contact details are in the guide on **How to make a Complaint.**

The Customer Advisors will pass your complaint to the person who can best deal with it.

Your complaint will be checked to make sure that it is dealt with correctly.

How the complaint will be handled?

Complaints are dealt with in two stages.

- Stage one – a front line member of staff will deal with your complaint. This could be someone who you know or who knows you. This may help in dealing with your complaint. They will try and get your complaint sorted out within ten



calendar days.

- Stage two – if you are not happy with the outcome of stage one, someone at a manager's level will then deal with your complaint. They will try and get your complaint sorted out within twenty calendar days.
- We will write to you if we are unable to deal with your complaint in the time agreed.
- If you remain unhappy about the complaint, we will explain how this can be taken further.

Exclusions

We will not accept complaints:

- where the complaint has been dealt with before and we consider the complaint ended
- where there may be legal proceedings
- if the complainant is not behaving fairly

If we cannot deal with your complaint, we will tell you why.

But you may still be able to contact the Ombudsman, if you disagree with this decision.



Closing Complaints

A complaint is closed when Orwell has:

- written to you, telling you what we have done.
- completed all agreed actions
- received nothing from you to say that you are still not happy.
- Written to you, asking for your thoughts on the complaint and how Orwell dealt with it.

What happens if you are still not happy after stage 2 of our Complaints procedure?

If you are not satisfied with the outcome of your complaint, Orwell will advise you on who to contact, such as:

- A local councillor
- Your MP
- Or a tenant panel set up by Orwell for these situations
- The Housing Ombudsman Service

We can give you information on all of the above.

Support and Care Service

If your complaint is about Orwell's Support and Care Service and you are not happy with the outcome you can contact:

- Adult Community Services
- The Care Quality Commission



Representation and Support

You may like to use an outside agency to support you making a complaint.

Orwell will help you find one.

They could include:

- Citizens Advice
- Independent Mental Capacity Advisor
- Family or Friend
- Legal Representative*¹⁰



Equality and fairness

Orwell believes that everyone is the same, so we will not treat any complainant*¹¹ differently from anyone else.



Monitoring and learning from complaints

Orwell's Complaints Lead Officer checks all complaints.
Orwell needs to show other people how we have dealt with complaints.
These people include:

- The Care Quality Commission
- The Housings Ombudsman
- The Tenant Panel at Orwell

The Residents Group will sometimes check on how complaints, compliments and compensation is being dealt with.

	<u>Compliments</u> All compliments will be recorded and the people who need to know will be informed.
	<u>Compensation</u> Orwell will pay compensation if a person loses money due to our failure in the standard of our services. Orwell will explain how the amount offered was added up and give you time to think about it. If you owe any money to Orwell, the compensation offered could pay for some of that.
	<u>Self-Assessment</u> Every year Orwell will send details of our how we have dealt with complaints to the Ombudsman.

Explained Words

*1	COMPLAINTS	This is a way you can tell Orwell that you are <u>not happy</u> with a service we have provided you with.
*2	COMPLIMENTS	This is a way you can tell Orwell that you are <u>happy</u> with a service we have provided you with.
*3	COMPENSATION	This is an amount of money paid to you by Orwell, if we agree our services have failed.
*4	POLICY	Means an agreed set of ideas or plans of what Orwell will do.
*5	STEERING GROUP	Means a group of people connected to Orwell who decide how things should be managed.
*6	OMBUDSMAN	Is an independent organisation who will look into complaints if you are not happy with how we deal with them.
*7	REGULATOR FOR SOCIAL HOUSING	Is a governing body of people, who make sure that Orwell operates correctly.
*8	THE CARE QUALITY COMMISSION	Is a governing body of people who make sure that Orwell operates our Care and Support Services correctly.
*9	THE BOARD	Is a group of independent people who monitor how Orwell works.
*10	LEGAL REPRESENTATIVE	is someone who, by Law can help you decide on matters concerning your home or your support and care
*11	COMPLAINANT	is the person who needs to make a complaint