

An Easy Read Guide on How to Make a Complaint with Orwell



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

We would like you to tell us about the services you receive – good or bad.

If you think that the service was poor, you may want to let us know about it.

This is called a **Complaint**.

Orwell will work with you to help sort your complaint out.

As you are the person making the complaint, you will be known as the **Complainant**.



What you must do:

You will need to let us know in detail about your complaint and how you think it can be sorted out.

**What Orwell will do:**

Look at the details you have given us and follow our complaints procedures and we will let you know the outcome.

**Who can make a complaint?**

Anyone who receives a service from Orwell can make a complaint.

You may need help making your complaint.

You can get help from



- An Advocate
- The IMCA Service (Independent Mental Capacity Advocate)
- A Legal Representative



You or the person helping you, can contact Orwell's Lead Officer for complaints if you need any advice.

This can be done via the following methods.



shutterstock.com • 398671399

By Telephone on:

0345 60 100 30



shutterstock.com • 398671399

By Post to:

Crane Hill Lodge,
325 London Road, Ipswich,
IP2 0BE



shutterstock.com • 398671399

By email to:

info@orwell-housing.co.uk



By Orwell's Website at:

[orwell-housing.co.uk/My
Orwell](http://orwell-housing.co.uk/MyOrwell) – tenant portal



shutterstock.com • 270639821

On Orwell's Facebook page:

www.facebook.com/OrwellHousing#