

Complaints: Easy Read

What is a complaint?

A complaint is speaking up about something you are not happy with or you do not like.



What can I complain about?

Here are some of the things you might want to complain about:



People – how staff or other Horton clients talk to you and treat you.



Support – are you getting what you need?



Information – have things been explained to you so that you understand?



Buildings/Accommodation – are there any problems?



Food – is the food OK?

It is fine to make a complaint



If you tell us you are unhappy with something or someone, you will not:

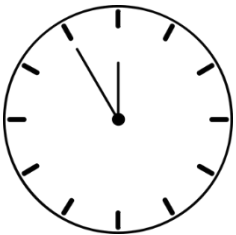
- Lose your support; or
- Lose your home; or
- Be treated badly

Think about what you want to say



- What happened?
- When it happened?
- Where it happened?
- Who you are complaining about?
- What you want to happen to make things better?

How do I complain?



- Tell someone as soon as possible.
- This may help to get your problem sorted out quickly.

Who do I tell?



- Your Support Worker
- The Manager
- Anyone who works at Horton.

Or you can also tell someone else that you trust, this might be:



- Family Member
- Friend
- Advocate

They can help you get in touch with the people you need to complain to.

You can also tell us what you are unhappy about by:

 <p>Telephone 01274 370689</p>	 <p>Speaking to someone in person at a scheme or head office.</p>
 <p>Email head.office@hortonhousing.co.uk</p>	 <p>Writing a letter Horton Housing Association Chartford House 54 Little Horton Lane Bradford BD5 0BS</p>

What happens to your complaint?

 <p>We can do this now!</p>	<p>We will try to sort things out straight away.</p>
	<p>If we can't sort things out straight away, we will tell you what is happening.</p>
 <p>10 days</p>	<p>We will try our best to sort out your complaint within 10 working days.</p>

What if I am still unhappy?



Let us know!

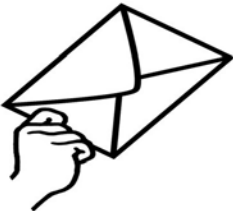


Someone else will look at your complaint.



They will let you know their decision within 10 working days.

If you are still unhappy you can complain to organisations outside Horton Housing



We will tell you who you can contact in the appeal letter we send you. If you need help to understand the letter, please let us know.



Don't forget to tell us when things are going well and you are happy!

We will try to keep this up.



Please let us know if you would like a full copy of our Complaints Policy and Procedure.

