



## **COMPLAINTS PROCEDURE FOR SERVICE USERS/PERSONS IN CONTACT WITH THE SERVICE**

### **HOW TO COMPLAIN: IF YOU ARE NOT HAPPY WITH OUR SERVICE**

Renaissance Supported Housing would like to ensure that all those who use or come into contact with our services receive a courteous and professional response and one that is appropriate to people's needs regardless of sex, ethnicity, language, religion, age or disability.

We hope there will be no reason to complain, however if you feel dissatisfied with any aspect of the contact you have with us then we welcome the opportunity to rectify the situation. We take complaints very seriously because they often highlight the problems with our services and what we should do to improve things.

Please talk to a support worker or admin officer in the service first. If you do not feel comfortable doing this or you are unhappy with the response you can contact the Senior Support Worker directly on **01484 518 679** or by **Email: [info@reniassancesh.co.uk](mailto:info@reniassancesh.co.uk)**. If a quick and informal resolution is not possible, the rest of this section explains our three stage complaints process.

#### **Stage 1**

We will attempt to resolve the complaint at the point of service delivery. An appropriate member of staff will be assigned to work towards a resolution of the complaint.

A maximum of ten working days will be allowed for investigation (this excludes any unforeseeable delay). At that point you will receive a written response and then have **28 days** in which to seek a formal investigation if you are dissatisfied with the response.

#### **Stage 2**

This will involve a senior manager in reviewing a formal complaint that has been made. The interview must include an interview with you, as the complainant, and any other relevant people. You should always be asked what resolution you are seeking.

You will receive a written acknowledgement of your complaint within **2 working days** and a response within **20 working days**.

### **Stage 3**

If you are still unsatisfied with the written response to your complaint at Stage 2 you may appeal to the Operation Director (in writing) who will review your complaint and the response. You will receive a written response within **20 working days**.

Postal Address: Renaissance Supported Housing, Head Office, PO Box 1664  
Huddersfield, HD1 9SU

**If you are not satisfied with the result of your appeal, you should seek independent legal advice, or contact your local Citizen's Advice Bureau.**



3. Did the action taken fully resolve the complaint?

*Complainants comments:*

*Staff member's comments:*

4. Any other action required

(please indicate who has delegated responsibility for undertaking each action and the time by which this action needs to be undertaken)

5. Outcome of actions noted previously:

6. Have other staff been made aware of this particular complaint?

Yes  No

If yes, please state whom & why.

7. Have any other young people been made aware of the complaint?

Yes  No

If yes, please state whom & why.

Date process completed: \_\_\_\_\_

**Senior Support Worker comments**

(indicate whether you feel that this complaint has been dealt with satisfactorily and what actions or changes may be required as a result and a review date, if considered necessary)

Signed: ..... Date: .....

**Locality Manager**

(indicate whether you feel this complaint has been dealt with satisfactorily, and what actions or changes may be required as a result, and review dates if considered necessary)

Signed: ..... Date: .....

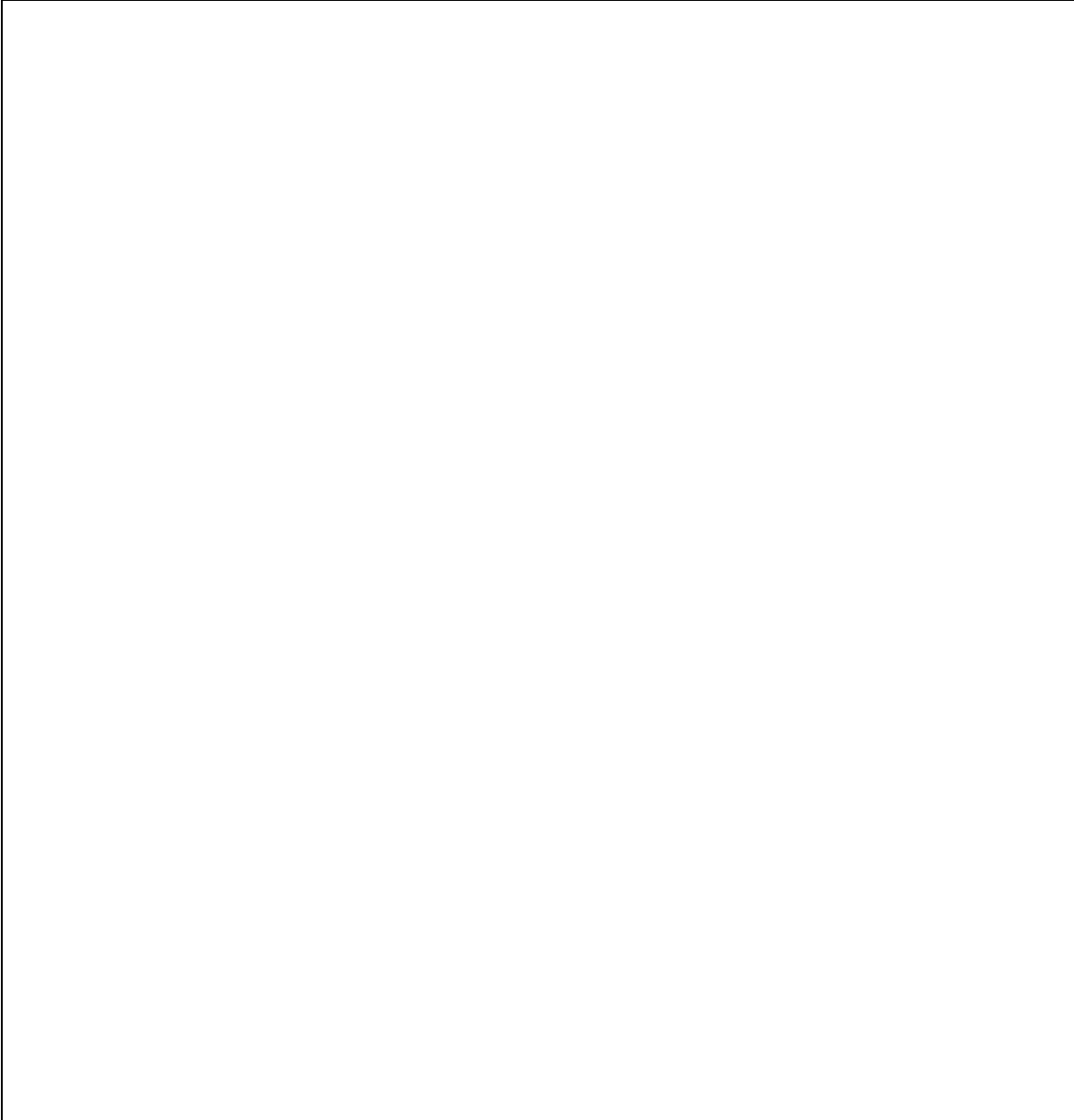
**Signed by staff member:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signed by young person:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signed by Project Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Continuation sheet

Section: \_\_\_\_\_ by: \_\_\_\_\_

A large, empty rectangular box with a thin black border, occupying the majority of the page below the header and form fields. It is intended for a drawing or detailed notes.

**For office use only**

**Date formal complaint received:  
Date acknowledged:  
Date of response:**

**Date Stage 2 complaint received:  
Date acknowledged:  
Date of final response:**

**Date Stage 3 complaint received:  
Date acknowledged:  
Date of final response:**

**Any complaints that appears to warrant a child protection  
Or criminal investigation will be given urgent attention and also referred to the  
appropriate authority.**

**Further assistance**

If you need any assistance filling out this form or advice regarding taking this complaint forward we will be happy to assist within the limits of our capabilities. Please contact the Business Manager at the head office on 01484 518 679

When you have filled in this form please return it to:

**Renaissance Supported Housing Ltd  
Head Office  
PO 1664  
Huddersfield  
HD1 9SU  
Email: [info@renaissancesh.co.uk](mailto:info@renaissancesh.co.uk)**