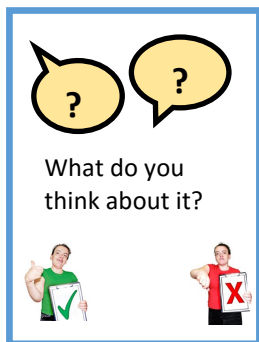




## Complaints Satisfaction Survey



# Complaints satisfaction Survey

**Satisfaction\* - Are you \*happy with how your complaint was dealt with**



This is about your recent **complaint**, we would like to ask you if you are **happy** that we responded well.



This might **take some time to think** about and we would like you to **tell us straight** and be **honest** with your feedback.



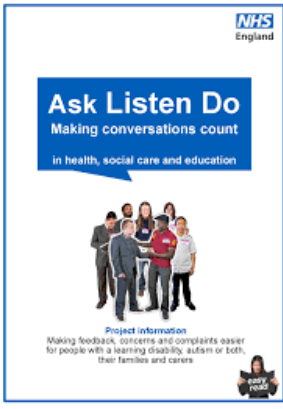
You might want to **ask for some help** from your support team or your family and that is okay.



We always want to **learn from** how we deal with complaints and filling in this form will help us to **get better** or to **celebrate** when we get it right for people.



**Thank you** for taking the time to complete this short **complaints satisfaction survey**.



# How we respond to complaints

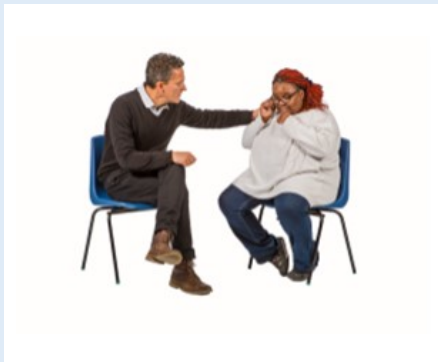
## Ask, Listen, Do



At Dimensions we will

**Ask** so you can raise a concern or make a complaint just as you have.

We try to make it easy for you to tell us in a way that works for you



**Listen** so we understand what needs to change.

**Listen** to what you have said and say thank you for telling us.



**Do** so we can make the right changes and improve the support for you and others.

**Do** something about what you have told us.

Tell you what we have done, in a way that works for you.



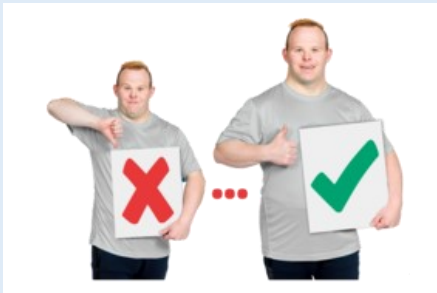
Lots of services in education, health and social care have agreed to **Ask Listen Do** and you can expect them behave in this way, towards you.

We are **asking** you about your experience, we will **listen** to this, and **do** by making changes if needed when we respond to a complaint next time.





Please enter your **complaint ID number**. This can be found on the complaints resolution letter.



We are always trying to improve the way we deal with concerns and complaints.



We would **really appreciate your help** by responding to the statements below, in relation to the **complaint** you recently made.



I was made aware by Dimensions of how to make a complaint.



I know that my concerns were taken seriously the very first time I raised them.



Dimensions kept me up to date with what was happening about my complaint.



I was told the outcome of my complaint in way that I could understand.

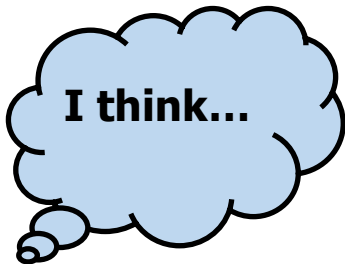




I was told the outcome of my complaint in a reasonable time.



I was told the outcome of my complaint by an appropriate person



Please comment on the following points.

How **well did** Dimensions deal with your complaint?



How do you think **we could do better** in future?



Is there anything else you'd **like to tell us**?



Dimensions is committed to ensuring that people are treated fairly, irrespective of gender, disability, age, religion, marital status, sexual orientation or ethnicity.

To do this we would appreciate if you could complete the remaining motioning questions.



You can skip any that you don't wish to answer.

All information is stored in accordance with the Data Protection Act 2018.




**Please tick in the box as your answer -** 

**What is your gender?**

<p>Male</p> 	<p>Female</p> 	<p>Prefer not to say</p> 
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**Do you have a disability?**











<p>Yes</p> 	<p>No</p> 	<p>Prefer not to say</p> 
--	---	--

## How old are you?



Under 25 years	25-34 years	35-44 years
45-54 years	55-64 years	65+ years
Prefer not to say 		

## Religion

No religion 	Christian 	Buddhist 
Muslim 	Jewish 	Hindu 
Sikh 	Other	Prefer not to say 

## Marital status

<p>Married</p> 	<p>Single</p> 	
<p>In a civil Partnership</p> 	<p>Prefer not to say</p> 	

## Sexual orientation







<p>Heterosexual/ straight</p> 	<p>Gay woman/ Lesbian</p> 	<p>Gay Man</p> 
<p>Bisexual</p> 	<p>Prefer not to say</p> 	



## Your Ethnicity

<p>White</p> 	<p>Mixed Heritage</p> 
<p>Asian/Asian British</p> 	<p>Black/Black British</p> 
<p>Gypsy or traveller</p> 	<p>Chinese or Other</p> 
<p>Prefer not to say</p> 	

## White - Background

<p>British</p> 	<p>English</p> 	<p>Welsh</p> 
<p>Scottish</p> 	<p>Irish</p> 	<p>Any other white background</p> 

## Mixed Heritage



White and Black Caribbean	White and Black African
White and Asian	Any other mixed background

## Asian/Asian British



Indian	Pakistani
Bangladeshi	Any other Asian background

## Black/ Black British



Caribbean	African	Any other Black background
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## Chinese or other group



Chinese	Any other background
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## Gypsy or Traveler



Romany Gypsy	Irish traveller	Welsh traveller
Any other Gypsy or traveller group		

**Thank you very much** for completing this questionnaire which will be used to help us improve how we respond to complaints.



## Protecting your information And where to return your survey.



We take care of your **personal information** and follow **very strict rules**.

If you'd like to know more there is a document called *Looking after your personal information when you make a complaint or compliment*.



If you'd **like to know more** about this please ask your support team to provide a copy for you.



Please return your completed **Complaints Survey** to:

### **The Complaints Team**

Dimensions UK Ltd  
Building 1430, 2nd Floor  
Arlington Business Park  
Theale  
Reading  
RG7 4SA

**Email** [complaints@dimensions-uk.org](mailto:complaints@dimensions-uk.org)





# Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



## Find out more about Dimensions

Website: [www.dimensions-uk.org](http://www.dimensions-uk.org)

Phone: 0300 303 9001

Email: [enquiries@dimensions-uk.org](mailto:enquiries@dimensions-uk.org)

Twitter: @DimensionsUK

Facebook: DimensionsUK

### Dimensions

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