

Facts for Families: When things go wrong – how to make a complaint

From small concerns to major issues...

We know how worrying it can be when your loved one is living away from you, and when your child has a learning disability or autism, the concerns are much greater.

There are times when, as relatives, you know when something is wrong and will want to get it sorted straightaway. It's not easy to stay calm when things aren't working, so at Dimensions we will make it our priority to work with you to resolve the issue, as quickly as possible.



Day-to-day issues

Please tell us as soon as smaller, day-to-day issues arise. We would like to work with you to get things right for your relative and it is usually easier to sort things out straight away, rather than waiting for the annual review, when the situation may have become worse.

In the first instance, speak to your relative's locality manager about your concerns as they have the information and authority to take things forward.

It's not always possible to deal with situations immediately if it is not an emergency, but you will be offered a meeting or a phone call with the locality manager within a couple of days.

Major issues – when to make a complaint

If there is a serious problem and you have major concerns about the health, safety and wellbeing of your relative or an informal approach hasn't worked, you should follow our complaints procedure, which has very clear timescales and processes that we make sure all our employees adhere to.

Always make a complaint as early as possible as problems are easier to fix before they have become established.

Emergencies

If you have immediate concerns for the health and safety and wellbeing of your relative phone our head office on 0300 303 9001.

Alternatively, if it is an emergency, you can call 999 or you can call our whistleblowing hotline: 0800 169 7121, which is independent and confidential.

Ask Listen Do

We are part of NHS England's [Ask Listen Do project](#), which aims to make it easier for people with a learning disability or autism and their families to give feedback, raise a concern or make a complaint about their health care, social care or education. This improves people's lives and the services they receive, and helps to keep people safe.

Ask, Listen Do – what does this mean at Dimensions?

We will:

- **Ask** so you can raise a compliment, concern or make a complaint.
- Make it easy for you to tell us, in a way that works for you, what is good or bad about the support for your relative.
- **Listen** so we understand what needs to change.
- Listen to what you are saying and thank you for telling us.
- **Do** so we can make the right changes and improve support for your relative and others.
- Do something about what you have told us.
- Tell you what we have done, in a way that works for you.

More information about Ask Listen Do can be found on the NHS website: <https://www.england.nhs.uk/learning-disabilities/about/ask-listen-do/>

How to make a complaint

You can make a complaint in person, over the phone, online or in writing.

You need to tell us:

- What the problem is.
- When it happened or if it is ongoing.
- Who was involved.
- What you would like to be done about it.

If you complain verbally, the member of staff who takes the complaint must record it.

You can make a complaint to your Locality Manager or Operations Director. If you prefer, you could raise your concerns with the central complaints service on **0300 303 9024** or email: **complaints@dimensions-uk.org**

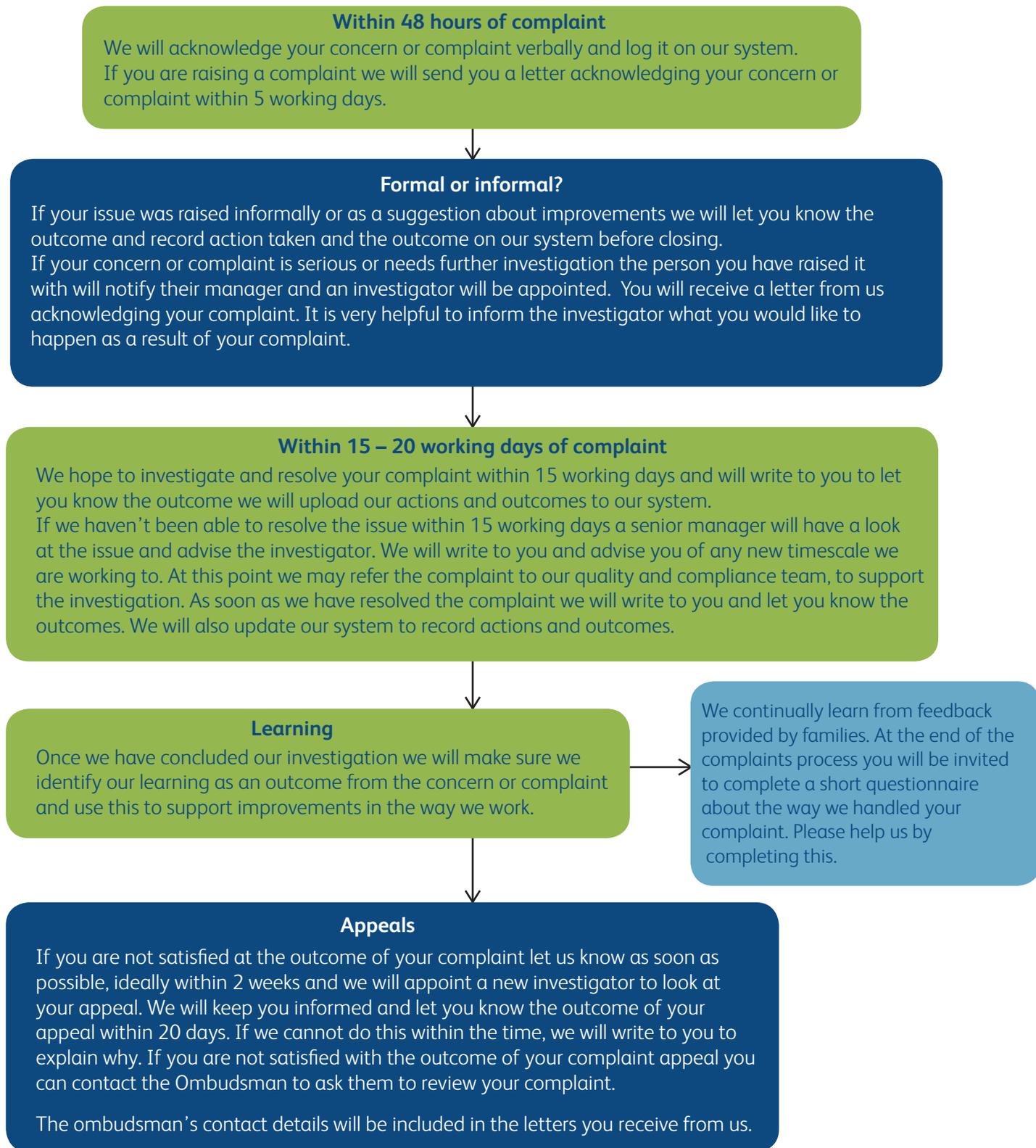
Alternatively you can visit:

<https://www.dimensions-uk.org/contact/making-complaint/> and fill out our online form.

Or you can post your complaint to:

**Dimensions,
Complaints,
Building 1430,
Arlington Business Park,
Theale,
Reading
RG7 4SA**

Dealing with a complaint flowchart



We expect all our employees to come to work to do a good job and working well with families is an important part of their daily work. Please let people know when they are doing a good job as well as when things are not working – everyone responds well to praise.

To speak to a member of our Families team about your concern please phone our Family Helpline available 9.30am – 1.30pm Monday – Friday on 0300 303 9161 or email family.helpline@dimensions-uk.org

There for you