



Making a complaint or speaking out

How we Ask Listen Do

easy read



Ask Listen Do



Dimensions is part of an NHS England project called **Ask Listen Do**.



Support can get better when we know when things have gone wrong.

Knowing when we have done things well also helps to keep up good support.



Ask Listen Do is about making it easier for people with a learning disability, autism or both, their families and carers to say what is good or bad about their health and social care or education.



At Dimensions we will

- **Ask** so you can raise a 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 your support.



At Dimensions we will

- **Listen** so we understand what needs to change
- Listen to what you are saying and thank you for telling us.



At Dimensions we will

- **Do** so we can make the right changes and improve 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.



Thinking about complaints



We are Dimensions the organisation that supports you.



A complaint is when you speak out about things you are unhappy with or think are bad about your support.



You can make a complaint about the people you live with or your neighbours.



You can make a complaint about staff if you think they have broken the rules.



You can find out about the rules that staff should follow in our series of booklets called:
What Dimensions does about...



Making a complaint



You can speak to your support worker or another member of staff.



You can speak to your manager or your local Operations Director.



You can fill out and send us the form at the back of this booklet or you can call us.

Our number is at the back of this booklet.



You can ask a friend, someone from your family or an advocate or social worker to contact us.



What happens when you complain



We will send you a letter within 5 days to let you know we have got your complaint.



Someone will speak to you or your advocate to try to sort the problem out.



If you are still unhappy with your support your complaint will go to a boss of Dimensions.

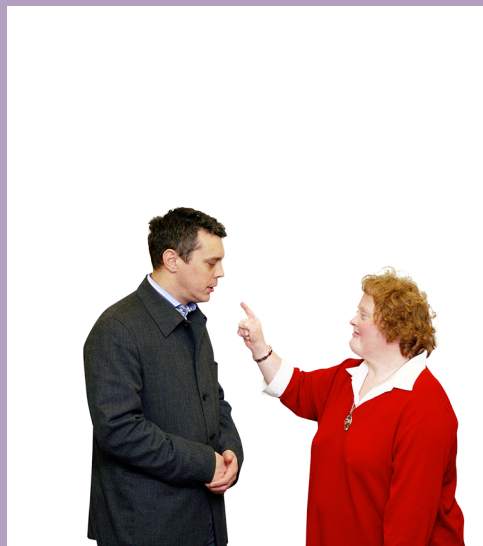


If you are still unhappy with your support then you can speak to someone else.

There are different people to speak to for different kinds of problems. The people you can speak to are on the next page.



Complaining about your support



First complain to your manager, your social worker or the people who pay for your support at **Social Services**. Their address and phone number is:



If you live in England you can also complain to the **Care Quality Commission**.

These are the people who come and check that we are doing a good job.



They cannot look into your complaint but they can check that you are getting good support.



Phone:
0300 061 6161

Visit:
www.cqc.org.uk



Write to:

CQC

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

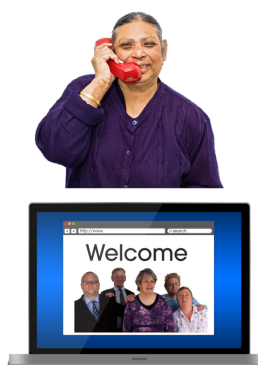


If you live in Wales you can also complain to the **Care Inspectorate Wales**

These are the people who come and check that we are doing a great job.



They cannot look into your complaint but they can check that you are getting great support.



Phone:

0300 790 0126

Visit:

www.careinspectorate.wales



Write to:

Welsh Government Office

Sarn Mynach

Llandudno Junction

LL31 9RZ



Once your complaint has been looked into Dimensions will write to you within **20 working days** to let you know the **outcome**.

Outcome – what they found out.



It is important that you have the **right support** to go through this letter, so that you know that Dimensions have **listened** to you and what they are going to **do** about it.

You may also want to challenge the **outcome** – this is explained further on this page.



The **outcome** depends on what they found out – if they agree with your complaint this is called **upheld** and they will explain what they will do about it in the letter.

upheld – agreed with you



The **outcome** might be that they could not find enough evidence to back your complaints and this is called **not upheld**.

not upheld – didn't agree with you



If you are not happy with the **outcome** of your complaint, you have the **right to appeal**.

right to appeal – this means that you can ask Dimensions to look at your complaint again.



Ideally, you need to **appeal** within two weeks of being informed of the **outcome** of your complaint.



If your complaint is looked into again the outcome might be the same, **upheld or not upheld**. If you are still not happy you can contact your local **Ombudsman**.

upheld – agreed with you

not upheld – didn't agree with you



If the decision is to agree with the original **outcome** of your complaint, you have the right to contact the relevant **ombudsman** to ask them to review your complaint.

ombudsman – information on the following pages.



If you are unhappy with the result of the investigation by Dimensions you can ask an **Ombudsman** to review your complaint.



An **Ombudsman** is someone whose job it is to look at complaints about companies and organisations.

They do not work for the company or organisation so do not take sides.



In England the **Ombudsman** is the Local Government & Social Care **Ombudsman**.

You can call them on:
0300 061 0614



You can also fill in a complaints form on their website.

<https://www.lgo.org.uk/complaint-form>



In Wales the **Ombudsman** is the Public Services Ombudsman for Wales.

You can call them on:
0300 790 0203

You can email them:
ask@ombudsman-wales.org.uk

You can write to them:
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ



Complaining about your house or flat



If Dimensions are involved with your housing or tenancy and you want to complain there is a booklet to help.



The booklet is called 'What to do if you are unhappy with your home.'



Please fill in this form to tell us about your complaint. If you need help, please speak to a member of staff or an advocate.

Please write in the boxes.



Today's date



Your name



Your address



Your telephone number





Please tell us what your complaint is about by putting a tick in the box below.



Where I live

☐

My support

☐

Dimensions staff

☐

Something else

☐



Please write about your complaint in the box below. If you need help please talk to a member of your support staff or an advocate.

Please write here





If someone has supported you to fill out this form, please can you tell us the following:



Their name



Their address



Who they are
(staff/friend/advocate)



When you have filled it in, please give this form to your Support Worker or your Locality Manager.

You can also post it to your local office at this address. We will give you the money back for stamps.



Local office address:



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

Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Twitter: @DimensionsUK

Facebook: DimensionsUK

Dimensions

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