



What Dimensions does about complaints

Easy Read

Product number: 80210212161



We want you to feel as comfortable as possible when you make a complaint about Dimensions and the people that work for Dimensions.



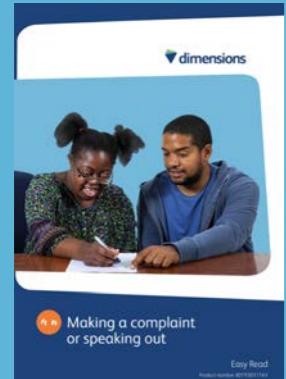
We have made all the information you need to make a complaint easy to understand.



This booklet tells you what Dimensions does about complaints.



If you want to make a complaint you can speak to a member of staff.



You can find details of who you can speak to in the **Making a complaint or speaking out** booklet.

It looks like this.



There are different reasons that you might want to make a complaint. You may think that a member of staff has done something wrong or there is something that is making you unhappy.

- 1
- 2
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Staff treating someone badly because of their disability.



Staff stealing money.



Staff treating someone badly because they are a man or woman.



Staff getting drunk or taking drugs



Staff treating someone badly because of their religion.



Staff treating someone badly because of their race.



Staff treating someone badly because of their age.



Staff being late.



Staff treating someone badly because of their sexuality.



How long it should take to sort the problem out



We will try and sort out the problem in **one week** of you making a complaint.



If the problem still needs sorting out after **one week** then we will ask an **investigator** to help sort it out.



The **investigator's** job is to look at the problem and sort it out.



When this happens you will get a letter that says who the **investigator** is and how long it should take to sort out the problem.



The **investigator** will probably be someone who does not support you and who has not heard about the problem before. This is important so that the **investigator** does not take sides and makes sure things are fair.



What should happen when you make a complaint to a member of staff



If the investigator has not sorted the problem out after a month, they will ask one of their bosses to look at it.



When you make a complaint the member of staff that you tell will try and understand why you feel that way.



When you make a complaint the member of staff will ask you what you would like to happen.



When you make a complaint to a member of staff, they should try and sort out the problem quickly.



If the problem cannot be sort out there and then, the member of staff will pass it on to somebody who will sort it.



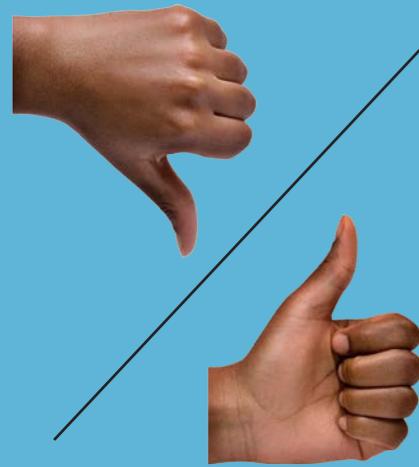
It is our job to let you know what is happening about your complaint and you should always know what is going on.



This is Jane, she finds out about problems and tries to sort them out.



We must make a record of your complaint, whether the problem is big or small.

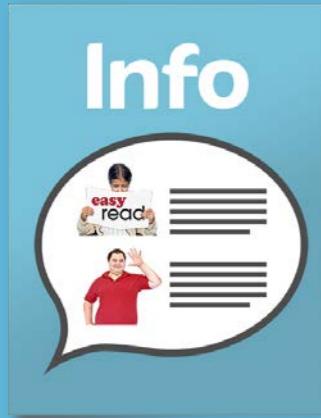


When your problem is sorted out you will get a chance to say if we did a good or bad job.



You will be given a form called **Telling us how you feel when you made a complaint**.

That form looks like this.



This is a guide to the Dimensions policy on complaints.

Please contact a member of staff if you would like to see the complete document.

Steve's story



I was unhappy about a staff member always being late to support me.



I spoke to my keyworker about it.



My keyworker spoke to the manager of my service. My manager told me he was going to try and sort the problem out.



I waited a week and the problem was not sorted out.



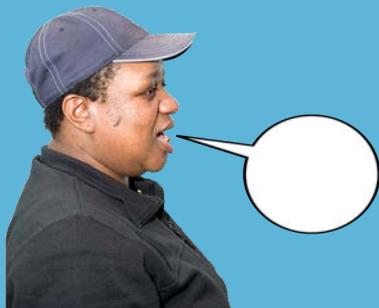
I got a letter saying that there was an investigator called Jane who was going to sort out the problem.



The letter said that the problem should be sorted out in 3 weeks.



Jane found that the staff member had not been doing their job properly and said that they had to stop working for Dimensions.



After the problem was sorted out I was given a chance to say how I felt about making a complaint.



I wrote down in the **Telling us how you feel when you made a complaint** booklet that I was happy that people listened to me.