What Dimensions does about complaints

How we Ask Listen Do
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.
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.

Below is a list of some of the things that you might make a complaint about:

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.

Problem - what you have complaint about.

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

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.

If the investigator has not sorted the problem out after 20 working days, they will ask one of their bosses to look at it.

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

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

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 sorted out there and then, the member of staff will pass it on to somebody who will sort it.

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.
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.
Jane found that the staff member had not being doing their job properly and said that they had to stop working for Dimensions. The letter said that the problem should be sorted out in 3 weeks. After the problem was sorted out I was given a chance to say how I felt about making a complaint. I said I was happy that people listened to me.
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

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