



What Dimensions does about complaints

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.



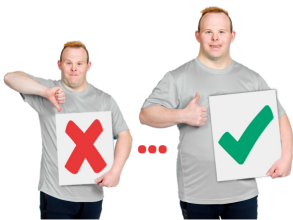
At Dimensions we will

- **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.



What to do if you are unhappy with your support



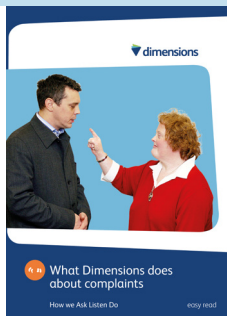
There might be something about your support you are unhappy with. If you tell us what this is, this is called making a **complaint**.



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.

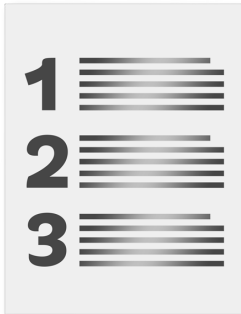


You can find details of who you can speak to in the **Making a complaint or speaking out** booklet.

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



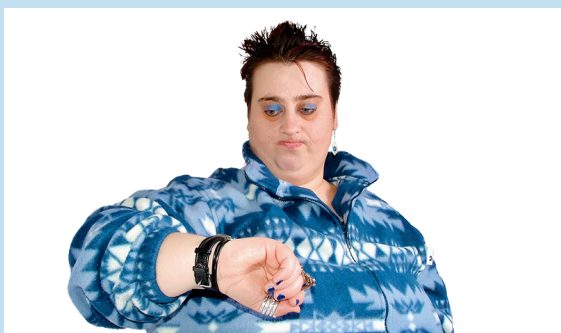
Staff treating someone badly because of their religion.



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.



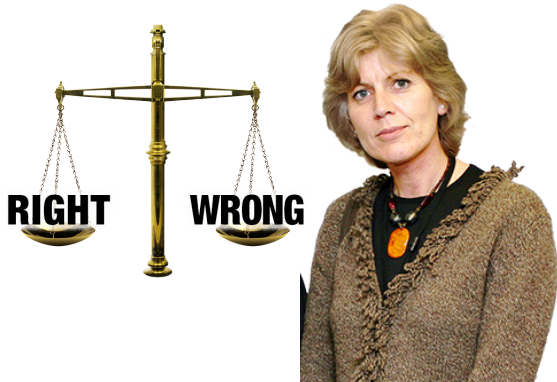
If the **problem** still needs sorting out after **one week** then we will ask an **investigator** to help sort it out.



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



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.



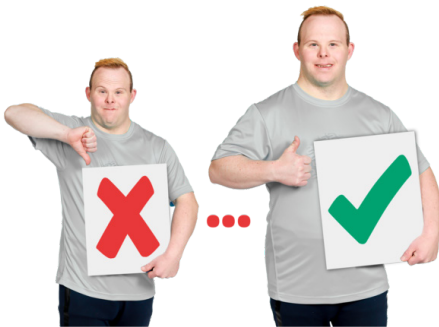
Once your complaint has been looked into Dimensions will write to you within **20 working days** to let you know the **outcome**.

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



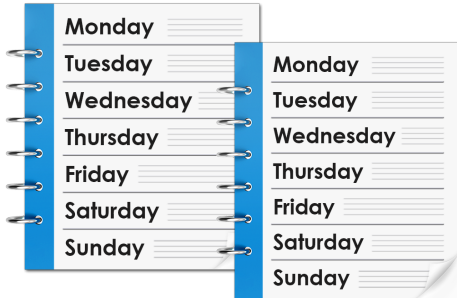
The **outcome** might be that they could not find enough evidence to back your complaints and this is called **not upheld**.

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.



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 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

Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Twitter: @DimensionsUK

Facebook: DimensionsUK

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