

Facts for Families: What Dimensions does about concerns and complaints

We know that some families worry about raising a concern or making a complaint, so we have tried to make the process as easy as possible and are very clear with all of our colleagues that no-one's support will be affected and tenancies will not be at risk.



The information in this leaflet will:

- Tell you how you can raise a concern or make a complaint.
- Make it easy for you to raise a concern or make a complaint.
- Tell you what you can expect from Dimensions when you raise a concern or make a complaint.

We define a complaint to be an expression of dissatisfaction:

- It can be about the standard of service, action or lack of action by Dimensions.
- It can be about anyone acting on behalf of Dimensions.
- It can be about anything that has affected our tenants, people who live in registered care homes or the people we support.

The concerns complaints and compliments policy and guidance is available in different formats:

- BSL version:
<https://www.youtube.com/watch?v=MpOD5Q0Bg7s>
- Audio version of the complaints easy read
<https://audioboom.com/posts/7853856-making-a-complaint-or-speaking-out>
- [How to make a complaint animation](#)
- [What Dimensions does about complaints - easy read](#)
- [Concerns, complaints and compliments policy](#)
- Single statement for concerns, complaints and compliments

A concern is a worry about something. A concern is usually something that can be fixed quickly and easily. You may have suggestions for improvement or change.

Dimensions lead for concerns and complaints is Sarah McEvansoneya, Quality Officer.

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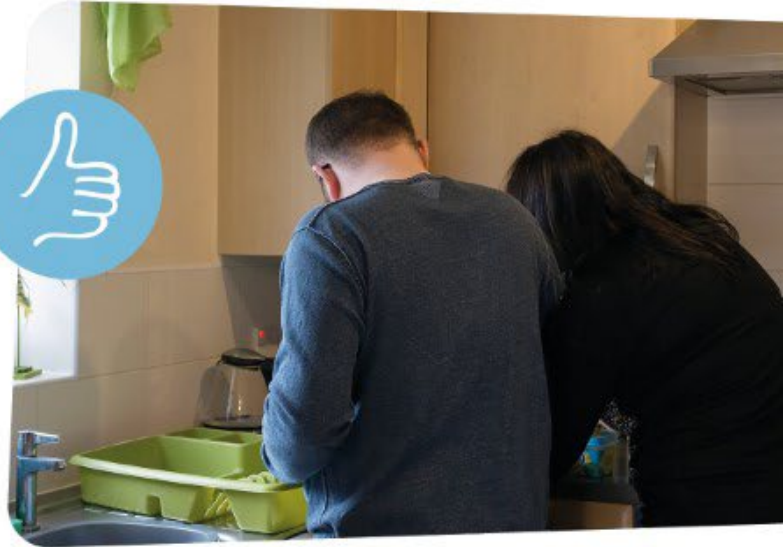
To raise a concern or make a complaint, you can:

- Speak directly to the Locality Manager or Operations Director
- Telephone 0300 303 9024.
- Email: complaints@dimensions-uk.org
- Alternatively, you can visit: [Making a complaint - Dimensions \(dimensions-uk.org\)](#) or [If you have a complaint - Discovery \(discovery-uk.org\)](#) and fill out our online form.
- You can write to Dimensions at 1230, Arlington Business Park, Theale, Reading RG7 4SA.
- Speak to a member of the Families team via the Family Helpline on 0300 303 9161, Monday – Friday, 10am-12pm family.helpline@dimensions-uk.org

What we expect

- We will respond to concerns and complaints in an open and transparent way.
- We will listen to what people tell us and make sure our colleagues have the skills to listen and understand what it is like for the person.
- We will make sure the person raising a concern or making a complaint is at the heart of the process and feels listened to and respected.
- We will keep people informed and explain what happened and why.
- We will try to resolve the problem as quickly as possible.
- We will help people to get support, including signposting to advocacy services and ombudsmen where appropriate.
- We take responsibility and apologise.
- We will explain what steps we will take to resolve the problem when something has gone wrong.
- We learn from concerns and complaints and make meaningful changes so the support we give can improve.
- We will tell people about their right to seek independent support, through an ombudsman scheme, should they remain unhappy with Dimension's attempts to resolve the concerns.
- We will explain how to contact the ombudsman and provide clear signposting to the right scheme.

Dimensions supports the principles of the NHS England 'Ask Listen Do' project which is aimed at supporting organisations to learn from and improve the experiences of people with a learning disability, autism or both, their families and carers when giving feedback, raising a concern or making a complaint. We have reflected the principles throughout the concerns, complaints and compliments policy, our easy read information, and other associated documents.



Tenant's information

If your tenancy is with Dimensions, we aim to provide you with a well-maintained home and your tenancy agreement sets out how we will manage your tenancy and carry out repairs to your home.

If at any time you become unhappy with the service we provide, you can raise your concern or complaint by contacting:

- The Housing Hub on 0300 303 9195 for repair issues.
- Your Regional Housing Advisor on 0300 303 9194 for tenancy related issues, or you can email us on housingcomplaints@dimensions-uk.org
- All social housing tenants have access to the Housing Ombudsman service which offers advice on how to make an effective complaint (<https://www.housing-ombudsman.org.uk/>) and how you can refer a complaint to them for investigation. They can be contacted on 0300 111 3000 or email info@housing-ombudsman.org.uk

If a person we support or their family raises a concern or makes a complaint, their support will not be withdrawn.

If a tenant or their family raises a concern or makes a complaint, their tenancy will not be affected.