

## Complaints and Compliments Policy Easy Read



**This policy tells you how to tell us when you are happy or unhappy with our service.**



Happy with the service?

Great! Tell your support worker.

This lets us know we are getting things right.



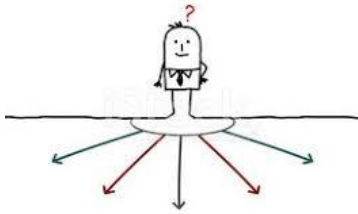
Not happy with the service?

Tell us how we can try to put things right.



The first step is to tell your Support Worker or Tenancy Sustainment Officer.

They will listen, be polite and try to help.



**If they can't help, you may want to make a complaint.**

You can choose how you want to make your complaint.



You can tell your Support Worker or Tenancy Sustainment Officer you want to make a complaint.



You can telephone us.....  
01202 306070.



You can write to us to tell us your complaint ... or ask someone to do this for you.



**Email Us**

You can Email us ... or ask someone to do this for you.



You may want to talk about your complaint in a house meeting.



Or, you can go to our website:  
<https://www.pivotalhomes.co.uk>

Click on the 'contact us' link at the top of the page.

## **This is what we will do when you make a complaint .....**



We will ask a Pivotal Manager to talk to you about your complaint.



5 days

They will contact you within 5 days.



We will investigate your complaint fairly.



10 days

We want to investigate properly.

This may take up to 10 days from when you first made the complaint.

## After 10 days we will:



Tell you what we found out and what we will do next.



More time

If we need more time we will tell you why and how long this should take.



Then we will tell you what we found out and what we will do next.



## Happy?

Great! We've sorted it out.  
Thanks for telling us.



## Not happy?

You can ask one of our Directors to investigate.

### What our Director will do



Our Director will tell you when they have received your complaint.



They will investigate.



20 days

This may take a little longer.  
(up to 20 days).



Our Director will tell you what they found and what they will do next.



If our Director needs more time they will tell you why and how long they need.



Then they will tell you what they found and what they will do next.

## Happy?



Great. We've sorted it out.

Thanks for telling us.

## Not happy?



Sorry we couldn't help.

We will tell you how to contact others outside Pivotal who may be able to help.



## The Housing Ombudsman may be able to help.

The Ombudsman may look into your complaint and advise you and Pivotal on what to do to put things right.



## You can contact the Ombudsman at:

Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ



Telephone: 0300 111 3000



E-mail:

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)