

**I would like to:**

*(tick as appropriate)*

Register a Complaint

Raise A Concern

Make A Suggestion

**My Name Is:**

\_\_\_\_\_

**My Scheme Is:**

*(tick as appropriate)*

Ashgrove

Rowan House

Laisteridge Lane

Horton Grange Rd

Resettlement / Outreach

**A brief summary of complaint, concern or suggestion:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I would like to discuss the above with a staff member**

*(tick as appropriate)*

Yes  No

AND FINALLY...

If you remain unhappy about the outcome of your complaint, you still have a voice in which to appeal!

Once you have exhausted Fairweather's complaints procedures, you have the right to seek advice and assistance from the Citizens' Advice Bureau.

You can also write to the property landlord. Details of how to do this can be found in our complaints policy document.

Finally, you also have the right to have your complaint reviewed by an independent ombudsman. They provide a free and confidential service for tenants who feel that they have a legitimate reason for making a complaint.

We will be happy to provide these details upon request.

However, we hope that in the majority of cases, we are able to resolve any issues smoothly, efficiently and to your satisfaction.

**HEAD OFFICE:**

Fairweather Gaugers House 10 Stony Lane Eccleshill Bradford

West Yorkshire. BD2 2HN

Tel: 01274 777271 Fax: 01274 777271

Email: [enquiries@fairweather.uk.net](mailto:enquiries@fairweather.uk.net)

Web: [www.fairweather.uk.net](http://www.fairweather.uk.net)

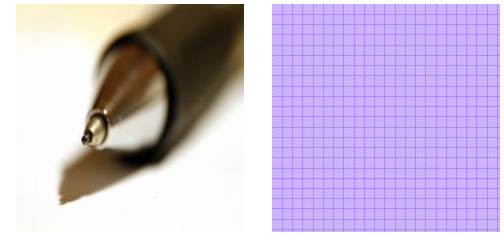
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Passionate about Equality, Empowerment & Enterprise

# Unhappy With Our Services? Let Us Know...



Guidance on our complaints procedure

Fairweather aims to provide a high quality service to its existing service users and those service users wishing to access our supported housing services.

If you are dissatisfied with any aspect of our service we would like to hear from you. Your views are important and could help us to maintain or improve our standards.

Fairweather will treat any complaint you make as confidential. The person making the complaint has the right to have a third party / advocate present to support them through the complaints procedure.

### What is a complaint?

It is an expression of dissatisfaction with the services given, the behaviour or attitude of staff, or access to services. A complaint can be made by you, third parties, the Local Authority or any other agencies.

We view complaints as an opportunity to improve the service we offer and put things right if they have gone wrong.

### How do I complain?

If you are unsatisfied with the services you receive you can make a complaint by speaking to any member of staff.

They will listen to your complaint and look into the matter carefully, calmly and sensitively.

All complaints are treated as serious and confidential and will not affect your right to receive a service from Fairweather.

Alternatively, you can complete the form attached with this leaflet. The form can be handed to a member of staff or you can post it to our Head Office.

All complaints, whether formal or informal are recorded and monitored to ensure that we meet our service delivery targets. Complaints will be acknowledged within 5 working days of receipt and it is our aim to provide a full response within 20 working days. However, in some circumstances it may take us longer to provide a full response. If this is the case, we will write to you and acknowledge that our investigations are continuing.



The Complaints Officer  
Fairweather  
Gaugers House  
10 Stony Lane  
Eccleshill  
Bradford  
West Yorkshire  
BD2 2HN