

How to make a complaint



We are committed to providing excellent customer service, but there may be times when we don't get it quite right. When this happens, we want to know about it so we rectify things as quickly as possible. This leaflet outlines how to let us know if you're unhappy with our services.

What is a complaint?

A complaint is when you're unhappy with the service you've received from Sanctuary or our staff, or when something has been done (or not done) that affects you or other residents.

How can I make a complaint?

There are a number of ways you can make a complaint and we want to make it as simple as possible.

You can:

- Report it to a member of staff
- Complete the complaints form on our website www.sanctuary-supported-living.co.uk
- Call us on **0800 916 1527**

If your complaint concerns antisocial behaviour, please report it to the manager or any staff member at your service. Alternatively, you can complete the antisocial behaviour form available on our website.

What do we do with your complaint?

When we receive a complaint, our aim is to resolve any issues as quickly as possible. We handle all complaints in line with the Housing Ombudsman's or Social Care Ombudsman's complaint handling code.

Stage one

When you make a complaint, we will:

- Acknowledge your complaint within 3 working days.
- Investigate your complaint thoroughly to make sure that we have all the information available to us.
- Contact you to keep you informed about our progress as we investigate your complaint.
- Aim to respond to your complaint within 10 working days. Some complaints are complex and require more information to allow us to fully respond to your issue. If there is a delay in responding to your complaint, we will let you know why this

is and explain when you can expect a response from us.

- Contact you to discuss the outcome of our investigations. If we find your complaint is justified and upheld, we will explain any actions that we propose to take to resolve your complaint.
- Confirm in writing the outcome of your complaint and any proposed actions, along with what the next steps are if you are not happy with the outcome.

We aim to resolve the majority of complaints during the first contact, with a target response time of 10 working days.



Stage two

At this stage, your complaint will be handled by an independent team or senior manager who will undertake a thorough investigation into your concerns. This can take up to 20 working days and you will receive a formal response from us.

If you remain unhappy with how we resolve your complaint at Stage 1 of our complaints process, you can ask for your complaint to be progressed to Stage 2. You should tell us why you are not happy and what else you think we should do to fix things for you.

We will provide you with full information on Stage 2 of our complaints process if your complaint isn't upheld at Stage 1.

You also have the right to escalate your complaint to the Housing Ombudsman Service or Social Care Ombudsman. For more information, or to get in touch, contact:

Housing Ombudsman

info@housing-ombudsman.org.uk

0300 111 3000

www.housing-ombudsman.org.uk

Social Care Ombudsman

advice@lgo.org.uk

0300 061 0614

www.lgo.org.uk

For any enquiries, please contact us

T: 0800 916 1527 E: supported.living@sanctuary.co.uk

Text facility for those with hearing impairments: **07800 006781**

You can also use our online enquiry form at:

www.sanctuary-supported-living.co.uk

