



## **HOW TO COMPLAIN**

We are keen to know what you think about our services. We would like to hear from you whether you have a complaint, compliment or would like to comment on our services.

If you are living in our supported accommodation service in Warwick, Kenilworth or Leamington and are dissatisfied with the service provided, you can complain.

This pamphlet explains how you can make a complaint, compliment or comment. Please send this leaflet to the address shown on the back page. Alternatively, phone us on 024 76228099, or e-mail us at [info@coventrycyrenians.org](mailto:info@coventrycyrenians.org)

If you are a contractor, supplier, or a neighbour & you wish to complain please follow the same process. We will investigate all complaints as thoroughly and as fairly as possible and, where necessary, will do our best to put matters right.

Please remember that a complaint is where you feel things have gone wrong or where you are unhappy with the service you received.

### **STAGE 1**

If you are unhappy with any aspect of our service please talk with your Support Worker. If you remain unhappy, please make your complaint to our Warwickshire Team Manager. We aim to respond in writing within 10 working days.

### **STAGE 2**

If you are not satisfied with the response, please make your complaint to the Operations Manager, at the address shown on the back page, or by phoning on 024 76228099. We aim to respond in writing within 10 working days.

### **STAGE 3**

If you are not satisfied with the response you should appeal to the Chair of Cyrenians Board of Trustees, who can be contacted at the address overleaf. One of our trustees assisted by a Senior Manager will hear the appeal and respond in writing within 15 working days.

At each stage we will write to you within 2 working days to acknowledge receipt of your complaint. If we can't deal with your complaint within the timescales outlined above we will write again to let you know this.

At any stage you can ask a friend, relative or anyone else to act on your behalf.

You can also seek advice and help from a Citizens Advice Bureau, Law Centre, your local Councillor or MP.

Their addresses are as follows:

~ South Warwickshire CAB, 10 Hamilton Terrace, Leamington Spa, CV32 4LY (0344 4111444)

~ Your local Councillor can be contacted via Warwick District Council (01926 456114)

~ Your local MP can be contacted on 01926 882006 for Warwick and Leamington Spa, or 01926 853650 for Kenilworth

~ Housing Advice & Homeless Prevention Team, Warwick District Council (01926 456129)