



## **HOW TO COMPLAIN**

### **STAGE 1**

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 receive a service from us, e.g. live in one of our supported accommodation houses 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.

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 the 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.

At any stage you can seek advice and help from a Citizens Advice Bureau, Law Centre, your local Councillor or MP.

Their addresses are as follows:

~ Coventry CAB, Kirby House, Little Park St, Coventry CV1 2JZ (024 76223284)

~ Coventry Law Centre, Oakwood House, St Patrick's Rd, Coventry CV1 2HL (024 76223053)

~ Your local Councillor/MP can be contacted via Coventry City Council (024 76833333)

### **Section for Residents when their accommodation is owned by a Registered Provider**

If the hostel you are staying in is owned by a Registered Provider (Housing Association) and you are still not satisfied after going through our complaints procedure you can complain to the Housing Association. If this is the case please ask your Support Worker for their details. Alternatively, see your Licence Agreement for details.

If you are dissatisfied with our service having exhausted our complaints procedure you have the right to refer the matter to the Independent Housing Ombudsman Service, details of which we can provide to you.