

# COMPLAINTS PROCEDURE

## HOW TO MAKE A COMPLAINT

Phoenix House wants to provide good quality support and accommodation to people with mental health problems. Making a complaint can seem difficult, but we want to make it as easy as possible for you to get things right. We strongly encourage you to let us know if you are not happy about any aspect of the services we offer; whether we have got something wrong or there is a problem with the way we are working with you. The sooner you tell us, the sooner we can do something about it. If you have a concern about something, please let a staff member know as soon as you can, and see if they can resolve the issue. Often this can quickly sort the matter out, but if it doesn't, please feel free to make a formal complaint.

No one will make your life hard because you have decided to make a complaint. When you complain, we will deal with you in a friendly and professional way; treat your complaint seriously and keep it confidential; put right any mistakes as quickly as possible; and treat you no different from other people because you have made a complaint. If we have made a mistake we will explain what went wrong and why; say sorry; and learn from our experiences.

There may be occasions where individuals outside of Phoenix House or workers from an external agency disagree with a decision which we have made. In such instance, individuals or agencies are encouraged to use the complaints procedure and we will endeavour to resolve the matter as amicable as possible. Individuals and external agencies are encouraged to use the complaints procedure to let us know about situations, should they occur, where they do not agree with something. We will work to put things right as quickly as possible, and where necessary undertake training programmes.

You should put your complaint in writing, or ask someone to do it for you. There are different people you might want to ask to help you make your complaint – for example a friend or relative, Sandwell Supporting People, your Social Worker, your CPN, or Voice Advocacy or Sandwell Advocacy (their addresses and telephone numbers are given

below). Give your complaint to any staff member, or post it to Phoenix House office at the address given below. You may also have someone present with you when you are presenting your complaint or during investigations of complaints.

The Service Manager will look at your complaint and will talk to anyone they need to in order to see if your complaint is upheld. We aim to acknowledge receipt of your complaint within 48 hours. Our policy is to deal with complaints, having investigated within 15 days depending on whether further investigations need to be carried out. If we cannot give you a full reply within this time, we will tell you who is dealing with your complaint, what they have done so far, and when you can expect a full reply. They will keep a record of how they have investigated your complaint. When they have finished they will tell you whether your complaint is upheld, and the reasons for their decision. They will do this in writing. If they decide that your complaint is upheld then they will tell you what they plan to do to put things right. If you disagree with the decision made, you may appeal against this decision. Appeals will be considered if they are made in writing and made within 21 days from the date of the decision.

If you are unhappy with the manager's decision (or if your complaint is about the manager in the first place), then you can go to your Social Worker or advocate and say why you are not satisfied. He or she will look at the complaint and will let you know what they think. You may also contact the **Sandwell Supporting People Team, Kingston House, 1<sup>st</sup> Floor, 438 High Street, West Bromwich B70 9LD. Tel: 0121 569 5378/5231/5004.**

Phoenix House  
16 Trotters Lane

Hill Top, West Bromwich  
B71 2QF

Tel: 0121 525 5777

Sandwell Advocacy  
0121 502 8070

Voice Advocacy

0121 612 8681

Sandwell Supporting People Team

Kingston House, 1<sup>st</sup> Floor

438 High Street, West Bromwich B70 9LD

Telephone: 0121 569 5231

COMPLAINTS FORM

Service User's Name: \_\_\_\_\_ Date: -----

Please explain in as much detail as possible the nature of the problem  
(Please continue on a separate sheet if necessary)

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What outcome did you expect from your initial enquiry or informal complaint (Please continue on a separate sheet)

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Is there any additional information you can tell us that will help us better understand and evaluate this case (Please continue on a separate sheet if necessary)

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Signature: .....

Date: