



# Complaints and Concerns Policy

**Easy Read**

**Updated 2020**





Milestones Trust aims to provide really good services for everyone who uses them.



Sometimes things can go wrong and you may not be happy with the service you are getting.



You might want to complain. This means you want to tell us about something we are doing or aren't doing that is making you unhappy or not satisfied.



We always welcome your complaints because it's a chance for us to put things right.

Complaints help us to improve the outcomes for our service users.



If you make a complaint we will take you seriously.



We will listen to what you have to say.



Your complaint will be looked into by someone who is not involved.



We will only use information that you tell us to help us look into the complaint.



Whoever makes the complaint will not be treated badly for making a complaint.



### Who can make a complaint?

You can make a complaint.



Your family or carers can make a complaint.



Your friends and representatives can make a complaint.



Other professionals, our staff, commissioners or anyone who has a concern about our service can make a complaint.



### How can you make a complaint?

Talk to the person who you are not happy with.



Talk to a member of staff who supports you.



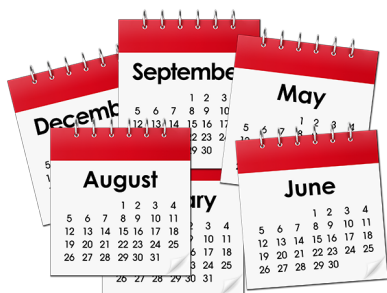
Talk to the Manager or Area Manager of the home/project where you live.



Ask someone you know to help you complain. This could be family or friends or an advocate.



Discuss the complaint at a house/project meeting.



### What will happen?

You will get a letter to let you know your complaint has been received within 5 working days.

We will tell you how long we think it will take us to look into your complaint.

Our Chief Executive will decide who will look into your complaint.

We might need to ask you about your complaint and make some notes. You can have a copy of the notes.

We will let you know the progress of your complaint. This means we will tell you what is happening and how long it will take.



We will write to you about your complaint. This will tell you what has been decided if we can.



We will make sure we make any changes that we can.



If we can we will explain why we are not able to change something.



We will use your complaint to help make our services better for you and other people.



Local Government  
**OMBUDSMAN**

### **What will happen next?**

If you are not happy with what has been said about your complaint you can appeal to the Chief Executive of Milestones Trust.

You must do this within 14 days.

The Chief Executive will ask our Trustees to do a full review of your complaint.

They will make a decision and contact you within one month.

If you are not satisfied after this has happened, you can contact the Local Government Ombudsman.

You still have a right to take legal action.

### Who else can I talk to?

#### **CQC National Customer Service Centre**

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

**Tel: 0845 015 0120**

**Website:** [www.cqc.org.uk/contactus](http://www.cqc.org.uk/contactus)

#### **If you are supported by a Local Authority, you can contact them:**

- Bristol Care Direct- Adult Duty Desk: 0117 9222700
- South Gloucestershire Advice and Enquiry Line: 01454 864325
- North Somerset Duty Desk: 01275 888801
- Gloucestershire Duty Desk: 01452 426868
- BANES Access Team: 01225 396000
- Swindon Borough Council: 01793 463302



#### **You can speak to the Local Government Ombudsman (LGo)**

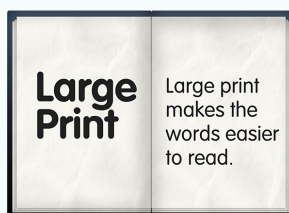
**Tel: 0300061 0614 or**

**text the words 'call back' to: 07624803014**

**Write to:** The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

**Fax:** 024 7682 0001

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)



**If you would like this information in another format that is accessible to you, please get in touch: 01179 709387**

**For more information ask your staff for a copy of:  
'I want to make a complaint: a practical guide for service users and the people who support them'**

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