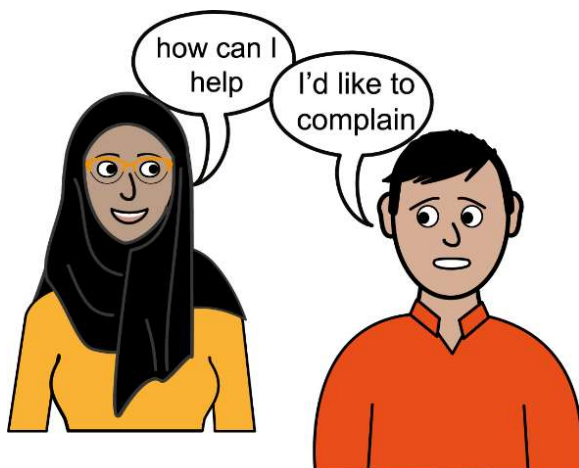


easy read



This is an easy read guide about how to make a complaint about our services.



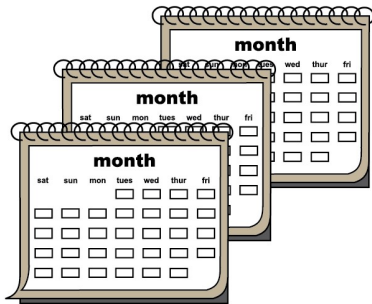
What is a complaint?

A complaint is when you tell us you are unhappy about a service and you want a response from us.

You may be unhappy because:

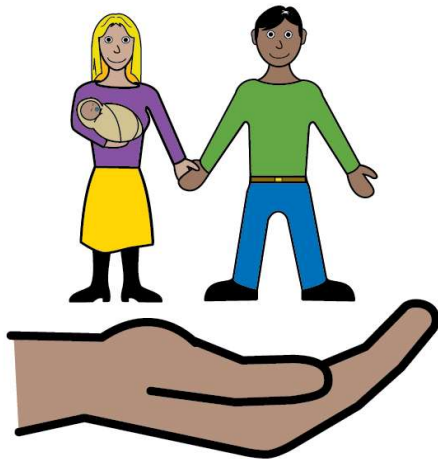
- We do something in the wrong way
- We do something we should not have done
- We do not do something that should have been done

You will not get into trouble for making a complaint.



When to complain?

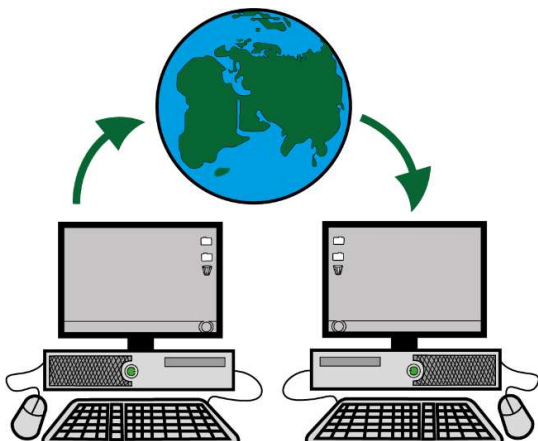
You should complain as soon as it happens or within 12 months



Who can help you to complain?

There are lots of people who can help you to complain:

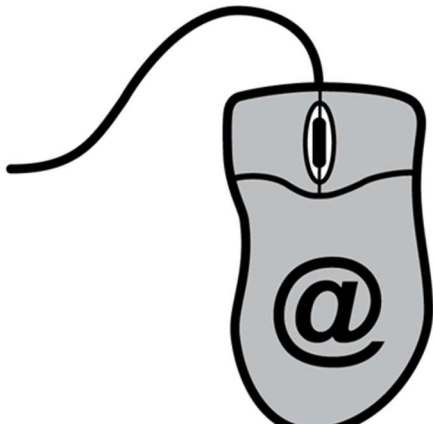
- Care Provider
- Appointee
- Family member
- Friend
- Social Worker



How you can complain

On our website:

www.firstpriorityha.co.uk/complaints-feedback



Email:
info@firstpriorityha.co.uk



Phone:
01423 740669



Or by writing a letter to:

Complaints and Feedback
First Priority Housing Association
The Innovation Centre
Hornbeam Park
Harrogate
HG2 8QT

What happens if I complain?



We will treat you fairly and with respect.

We want to put things right for you.



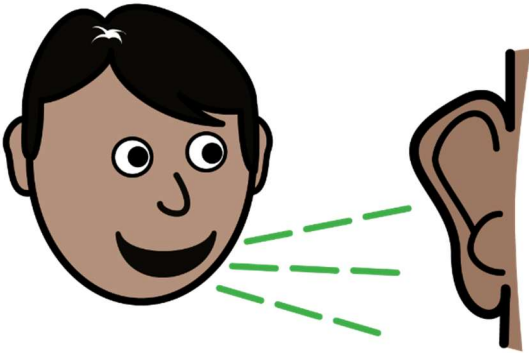
We will contact you within 5 working days of reading your complaint to let you know we have read it.

talking and listening



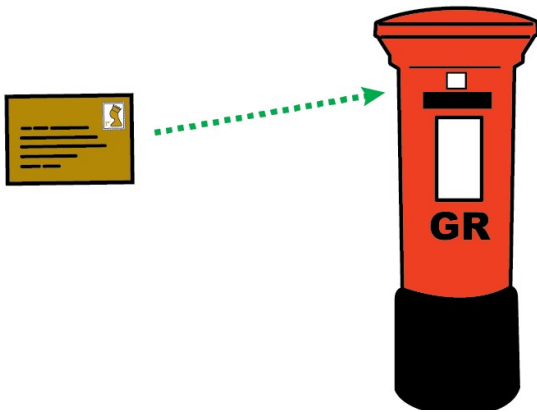
We will talk to you about your complaint.

We want to make sure we understand what the complaint is about.



We will listen to what you have told us.

We will investigate your complaint.



We will write with an answer to your complaint within 10 working days.

If you are unhappy with our response

unhappy



You must tell us as soon as possible if you are unhappy with our answer.

STAGE 2

We will start a Stage 2 complaint.

We will let you know within 5 working days that we have read your complaint again.

20

We will look at your complaint again.

We will write to you with an answer within 20 working days.

This is the final response we will provide.

If you are still unhappy

Housing Ombudsman Service

You can contact the Housing Ombudsman.

The Housing Ombudsman has power to look at our replies to you again.

You can contact the Housing Ombudsman by:

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Post: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ