



**Green  
Square  
Accord**



**Easy  
Read**

# **GreenSquareAccord**

How we deal with complaints



# Easy Read



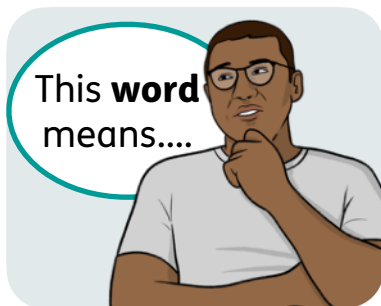
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



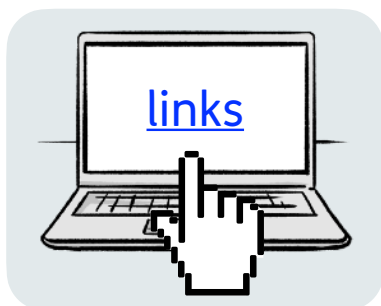
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

# What is in this booklet

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# About this booklet



This booklet is from GreenSquareAccord.



We provide low cost homes, care and support to people who need this.



We want to know what you think about our services.



This includes when things go wrong and you are not happy with our services. This is often called making a **complaint**.



This booklet will explain how we deal with complaints. It is called our **complaints policy**.

# What is a complaint?



A **complaint** is when you tell us that you are not happy with our services.



Whenever you are unhappy with our services you have the right to make a complaint.



Sometimes we will be able to solve these problems quickly.

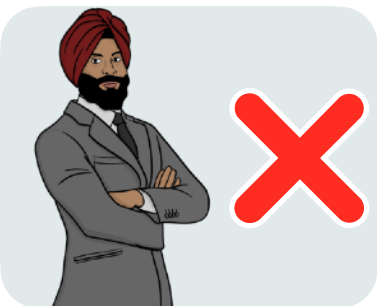


Other times we may need to look into your complaint before we reply to you.

You might complain because you feel we have:



- Done something badly, or wrong.



- Done something that we should not have done.



- Not done something that we should have done.



- Treated you unfairly or without respect.

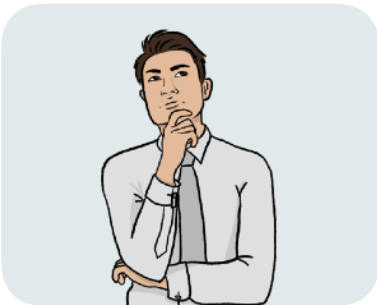
When someone makes a complaint we want to:



- Put things right as soon as possible.



- Say sorry.



- Learn from our mistakes.

# Service requests



If you are asking us to do something for you, like a repair, we will raise a **service request**.



If you are unhappy about how we deal with the service request, you can make a complaint.

## Reasons why we may not look into your complaint



Sometimes we may not look into your complaint.

This could be because:



- We have looked into the same problem before.



- It has been over 12 months since the problem happened.

This could also be because:



- This issue is being looked at by the court.



- It is a problem that we cannot control.

# How we check our work

We will check our work by:



- Looking at how many problems we solve straight away.



- Checking if we are answering complaints quickly enough.



- Getting your feedback on how your complaint was handled.



- Writing an **annual report**.

Our **annual report** is a document that explains what work we have done in the past year.

# How to make a complaint



We will not make you write down your complaint. You can tell any staff member about your complaint in any way you like.



We will help you with any support you need when you make a complaint.



This includes how you want us to talk to you about your complaint.



We will not treat you badly if you tell us about a problem.



You can complain to any member of GreenSquareAccord staff wherever you see them.

You can make a complaint by:



- Calling the customer contact centre:  
0300 111 7000



You can complain by post by writing to this address:

GreenSquareAccord  
2nd Floor  
10 Brindleyplace  
Birmingham  
B1 2JB



You can also make a complaint by Email.



If you are complaining about landlord services please email:

- [info@greensquareaccord.co.uk](mailto:info@greensquareaccord.co.uk)



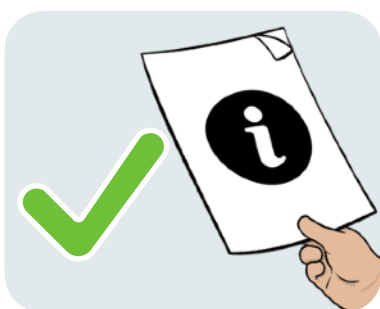
If you are complaining about care and support services please email:

- [C&Scomplaints@greensquareaccord.co.uk](mailto:C&Scomplaints@greensquareaccord.co.uk)

## Asking somebody else to complain for you



You may ask somebody else to complain for you. This could be a family member, friend or support worker.

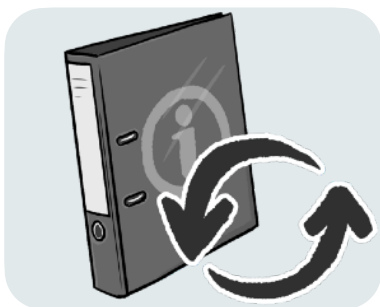


If the complaint involves your personal information, we will check that you agree to your personal information being shared.

If you cannot make that decision, we will:

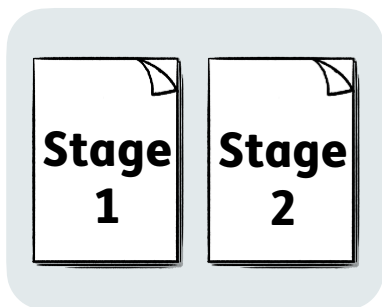


- Check if this person can legally make decisions for you.



- Check if it is best for us to share information with them.

# What we will do



There are 2 stages of our complaints process.

## Stage 1



We will make a record of your complaint.



If we can solve your problem quickly, we will send you a letter telling you what we will do in 5 **working days**.

**Working days** are Mondays to Fridays. They do not include weekends or bank holidays.



In this letter, we will tell you what to do next if you feel our answer does not solve the problem.



If we cannot solve your problem quickly, we will let you know we have got your complaint within 5 working days.



Our reply will tell you when we will get back to you.



The member of staff looking into your complaint will contact you to talk about it.



For care and support complaints, this will be a manager or supervisor.

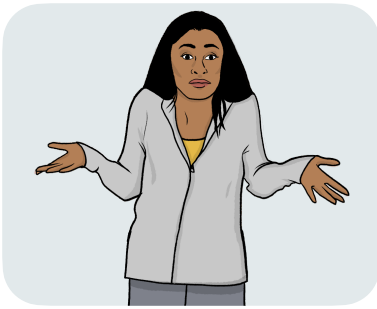


We will reply to your complaint within 10 working days unless we tell you something different.



Sometimes, it may take up to 20 working days if the problem is more complicated.

When we reply to you at Stage 1 we will include information such as:



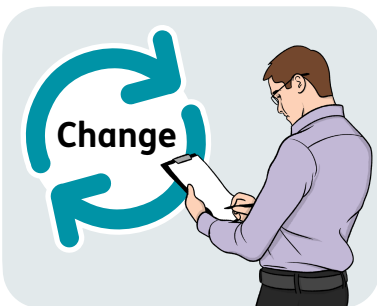
- What your complaint was about.



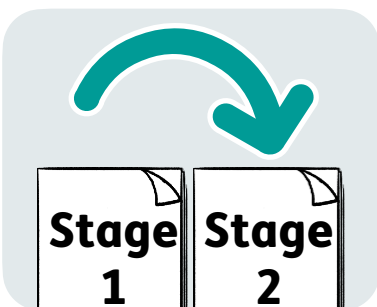
- The decision that has been made about your complaint and why.



- What we have done to solve this problem.

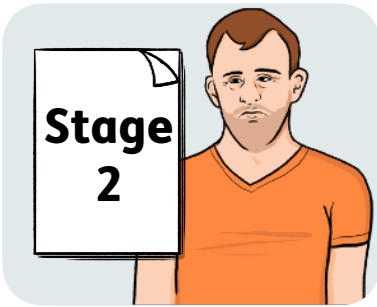


- Any other actions we will take in the future.



- How you can move to Stage 2 of our complaints process if you do not feel our answer will solve the problem.

## Stage 2



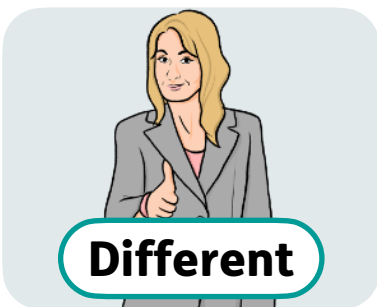
If you are not happy, you can ask for your complaint to be looked at again in Stage 2.



If you want your complaint to be looked at again, you should tell us this within 20 working days after you get your reply at Stage 1.



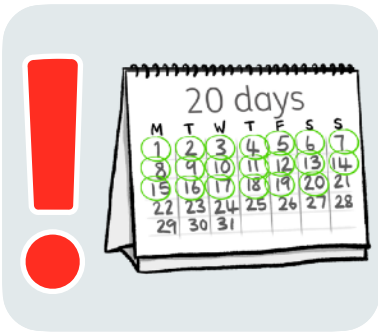
We will let you know we will look into your complaint again within 5 working days.



A different member of staff will look at your complaint.

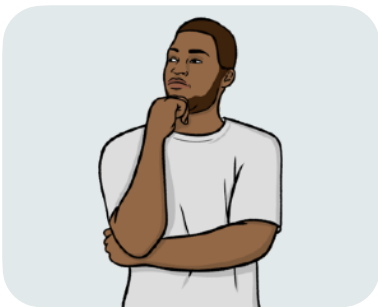


This person will reply to you within 20 working days after we have let you know we are looking at your complaint again.



If the problem is complicated, they may need 20 more working days to reply to you.

When we reply to you at Stage 2 we will include information such as:



- What your complaint was about.



- The decision that has been made about your complaint and why.



- What we have done to solve this problem.

When we reply to you at Stage 2 we will also include information such as:



- Any other actions we will take in the future.



- How to contact other groups or organisations that can help if you are still not happy.



- How to talk to the **Ombudsman** if you are still not happy.

The **Ombudsman** is a person who helps solve problems by looking into them and making sure things are fair between people and groups.

# Contacting the Ombudsman



You can contact the Ombudsman at any time.

If your complaint is about housing and you have a home with us, you can contact the Housing Ombudsman:

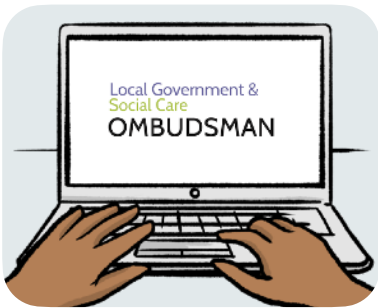


- By filling in a form on the Housing Ombudsman website:  
[www.housing-ombudsman.org.uk/  
online-complaint-form/](http://www.housing-ombudsman.org.uk/online-complaint-form/)

If your complaint is about our social care services, you can contact the Local Government and Social Care Ombudsman:



- By phone:  
0300 061 0614



- On their website:  
[www.lgo.org.uk](http://www.lgo.org.uk)

# Contacting the Care Quality Commission (CQC)

**Care Quality Commission (CQC)** are a government organisation that checks the standard of health and social care services in England.



If you are complaining about a care service you receive from us, you can also contact the care regulator (the Care Quality Commission- CQC).



The Care Quality Commission (CQC) will not look into your complaint.



But they will listen to your feedback and contact us to check how we are dealing with your complaint.

# For more support



If you need any more support please let us know.



This may include:

- Giving information to you in a different way that you understand, like Easy Read.



- Working well with the person who is speaking up for you, if you need one.

# Learning from your complaint



We want to learn from your complaint.



We will write about how we have made things better after people have complained in our Annual Complaints and Service Improvement Report.



You can find this on our website here:

[Compliments and complaints - GreenSquareAccord](#)

# Find out more



You can look at our website here:  
[www.greensquareaccord.co.uk](http://www.greensquareaccord.co.uk)

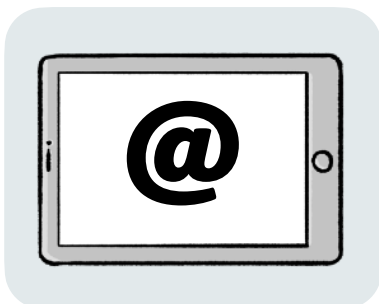


You can contact us by:

- Post:  
GreenSquareAccord  
2nd Floor  
10 Brindleyplace  
Birmingham  
B1 2JB



- Phone: 0300 111 7000



- Email:  
[info@greensquareaccord.co.uk](mailto:info@greensquareaccord.co.uk)

This Easy Read booklet was produced by [easy-read-online.co.uk](http://easy-read-online.co.uk)