If you are unhappy with a service, please speak out…

Complaints about Support Providers
Your provider must have a complaints procedure to deal with any complaint you have about the service. It must be made available to you in a format you can understand.

What can I do if I am unhappy with my support service?

- Talk to your support worker and tell them what the problem is.
- If you feel uncomfortable talking to your support worker, call the Supporting People Team. We will talk to your support worker and help you if you wish.
- If you do not feel safe talking to your support worker, tell the Supporting People Team. They will be able to help you in confidence.

What happens next?

- If you speak to the Supporting People Team we will write up your complaint. We will ask you if you have spoken to your support worker about your complaint.
- If you have not spoken to your support worker about your complaint we will ask your support worker to talk to you, if you agree, and tell the Supporting People Team what happens.
- If you have spoken to your support worker about your complaint you can ask the Supporting People Team to check that it has been dealt with properly.
- The Supporting People Team will always ensure you are not victimised regarding your housing related support service.

What if I am still not happy?

If you have spoken to your support worker about your complaint and you are not happy, then let them know in their organisation. Your support worker will then pass your complaint on to the appropriate person for investigation. The Supporting People team will only investigate normally once you have exhausted the Support Providers complaints process.

Complaints about the Supporting People Team

If you would like to make a complaint about a member of the Supporting People Team, please tell your support worker. They will explain what you need to do and help you with your complaint.
Other ways to make a complaint
You can also raise your complaint on the North Somerset Council’s website. Go to:

http://www.n-somerset.gov.uk/my-council/complaints/complaining-council-services/

Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files. Help is also available for people who require council information in languages other than English.

Please contact: Public Information on 01275 888 728

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