

# Making a complaint

Here at Abbeyfield Bristol and Keynsham, we want you to feel happy and comfortable. If you are not satisfied with something then you should let a member of staff know. If you are dissatisfied with the way the issue has been addressed then you can make a complaint.

## There are four ways to make a complaint:

- **Put it in writing.** You can set out your complaint and give it to the house manager.
- **Ask someone to write down your complaint** You can ask any member of staff or volunteer to write down your complaint for you and give it to you for approval. This can then be passed to the house manager.
- **Talk to a member of staff.** You can speak to any member of staff and tell them you want to make a complaint.
- **Fill out a feedback form.** You can find feedback forms at our houses and write your complaint on them.

If your complaint is about the house manager then you can complain directly to central office.

We will acknowledge your complaint within 5 days of receipt and you will get a written response within 10 working days that sets out any actions we are proposing to take.

**What if I am not happy with the outcome?** If you are not happy with the outcome of your complaint, we will explain how you can escalate the complaint. This will involve a review by a senior member of staff.

**What if I am still not happy?** If you are still not happy after Stage 2, you can contact the Housing Ombudsman Service <https://www.housing-ombudsman.org.uk/>