

Complaints

**Plain English:
for all audiences**



It all adds up to

Livability

How to make a complaint

Livability wants to give the best possible service to the people we support.

The most important thing to us is the safety, health and wellbeing of the people we support.

We take each and every complaint very seriously at Livability.

Even if you don't want to make an official complaint, we want to hear from you if there is anything you are unhappy about or if you have a suggestion for how we can improve or change.

Whatever the problem, we want to put it right.

You can complain any way you want:

- in person
- in writing – by letter or email
- by phone.

You don't have to give us your name.

This booklet gives you more information about:

- How to make a complaint – to someone at Livability P3
- How to make a complaint – to someone who isn't part of Livability P5
- Is your complaint something to do with sex? P7
- What are your rights when you make a complaint? P8
- What does Livability promise you? P9

How to make a complaint – to someone at your Livability service

If you want to complain because you are unhappy about something to do with your service.

What do you do?

- Talk to a member of staff at your service. You can tell the manager or you might prefer to choose someone else.
- This person will talk to other staff who can help.
- They will write down your problem and make sure a senior member of staff sees it.
- They will only tell the people who really need to know so they can sort out the problem.
- They will tell you what they are going to do to fix it.

What happens if this doesn't sort out your problem?

- You tell the person dealing with your problem that it isn't sorted yet.
- They tell a more senior person about the issue. This could be someone like your service manager's boss.
- The service manager will write to you within three working days to tell you how they're going to sort out the problem.
- Then they will write to you again with their plan to sort out your complaint. They will write this letter within four weeks.
- If they think they can't meet this four-week deadline, they will write to tell you why, before the four weeks is up.

- Then they will aim to get back to you with a solution as soon as possible after that.
- They will talk with you to make sure you are happy with what they've done to sort out the problem.

If the problem still isn't sorted out, what happens?

- If you're not happy, the service manager will work with you to see what else can be done.
- You can ask another organisation called the Local Government Ombudsman to help.
- The Local Government Ombudsman – LGO for short – is a free service that is not part of Livability.
- The LGO can give you advice and will look at your complaint to see what should be done.
- There are other organisations you can contact about your complaint.
- You can find details of all these organisations, including the LGO, on p5.

How to make a complaint – to someone who doesn't work at your Livability service

You're unhappy about something to do with your service but you don't want to talk to someone who works at your service.

What do you do?

1. First of all, contact Livability's Complaints Receiver at Livability's national office

- The Complaints Receiver will give your complaint to a senior staff member who doesn't work at your service.
- This senior person can keep your name private if you prefer.
- You can contact the Livability Complaints Receiver:
 - by writing to Complaints Receiver, Livability, 6 Mitre Passage, London SE10 OER
 - by emailing complaints@livability.org.uk
 - by phoning 020 7452 2000

Or you can complain to any of these people:

2. Your Local Government Ombudsman – called LGO for short

You can ask the LGO for advice and make a complaint through them.

- You can contact the LGO at:
 - **Phone:** 0300 0610 614
 - **Email:** advice@lgo.org.uk
 - **Web:** www.lgo.org.uk
- The LGO will respond to you direct to deal with your complaint.

3. You can complain to a national organisation (called a regulator)

National regulators make sure Livability's services are safe and good for the people they support.

- If you live in England, contact CQC, who will liaise with you directly:
 - **Post:** CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.
 - **Phone:** 03000 616 161
 - **Web:** www.cqc.org.uk/contact-us
 - If you live in Ireland:
 - The Regulation and Quality Improvement Authority: Complaints and Representations Manager, 9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
 - **Phone:** 028 9051 7500
 - **Email:** info@rqia.org.uk
 - **Web:** www.rqia.org.uk
 - Northern Ireland Public Services Ombudsman, Progressive House, 33 Wellington Place, Belfast BT1 6HN
 - **Freephone:** 0800 343 424 or 02890 233821
 - **Email:** nipso@nipso.org.uk
 - **Web:** www.ni-ombudsman.org.uk
 - If you live in Wales:
 - The National Assembly for Wales, Cardiff Bay, Cardiff, CF99 1NA
 - **Tel:** 0300 200 6555
 - **Web:** www.assembly.wales.org.uk
 - Care and Social Services Inspectorate Wales, Welsh Government Office, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ
 - **Tel:** 0300 7900 126
 - **Web:** www.cssiw.org.uk
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Is your complaint something to do with sex?

Your complaint might be about when someone makes you do sexual things that make you feel sad, angry or frightened. Livability takes this seriously.

The law says this kind of complaint should be dealt with in a different way to other complaints.

We will deal with your complaint promptly, exactly as the law says we should.

What do you do?

- Talk to a member of staff at your service. You can tell the manager or you might prefer to choose someone else.
- This person will talk to other staff who can help.
- They will write down your problem and make sure a senior member of staff sees it.
- They will only tell the people who really need to know so they can sort out the problem.
- They will tell you what they are going to do to fix it.

What should you not do?

- Keep it a secret

You can find out more about making a complaint about anything of a sexual nature in our booklet Say no to abuse.

You can get this booklet from any member or staff. Or on Livability's website www.livability.org.uk/support.

What are your rights when you make a complaint?

If you are in contact with Livability and have a complaint, we will:

- give you accessible information about making a complaint, in whatever format you like to use
- not tell you off or make you feel bad when you complain
- take you seriously and treat you politely
- give you any support you need to make a complaint. This can include helping you to get an independent advocate
- keep you fully in touch with how we are dealing with your complaint
- promise to do this to a timescale we have talked about with you. You can find more information about timescales on p3
- do our very best to sort out your complaint so you are happy with the result
- keep your complaint as private as possible – we will only tell people who need to know so your complaint can be sorted out.

What does Livability promise you?

1. Every Livability service must have easily accessible information about making a complaint.
2. You can find this information clearly available in your Livability service or from a member of staff.
3. We will give you this information when you start using a Livability service.
4. Livability staff want to talk to you about any complaints or concerns that you have. They will listen to you and do something about it.
5. We answer complaints quickly and promptly. We talk with you about how long complaints will take to sort out.

About us

Livability is the disability charity that connects people with their communities. Through a wide range of disability, education, training and community services, we promote inclusion and wellbeing for all.

At Livability we know that care and inclusion work involves a wide circle of people. Together and with disabled people, families and carers, our staff, churches and volunteers, local authorities and community partners, we develop creative responses that all add up to a better life and support.

It all adds up to

Livability

6 Mitre Passage, London, SE10 0ER

T: 020 7452 2000 E: complaints@livability.org.uk

www.livability.org.uk   LivabilityUK

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