

How to complain

What to do if you are
unhappy with Brighter
Futures



How to complain



If you are unhappy with Brighter Futures, you should tell your Support Worker



We will try to sort it out straight away



If you are still unhappy, you can contact Brighter Futures



This will then be called a **Stage 1 Complaint**



A **complaint** is when you tell us you are unhappy with us and want an answer from us.

How to contact Brighter Futures



Call us on the telephone:
01782 406 000



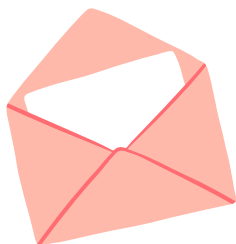
Email us:
complaints@brighter-futures.org.uk



Ask a staff member for a
Feedback Form



Visit our website:
www.brighter-futures.org.uk/contact



Send a letter to
**Complaints, Brighter Futures
Unit 5, Whittle Court,
Town Road, Hanley,
Stoke-on-Trent,
ST1 2QE**

Useful word:



A **manager** is a staff member who is the boss of other staff members

What will happen next?



We will write to you within **5 working days** to let you know we have got your complaint



The manager looking into your complaint will contact you to understand what your concern is



They will call you on the phone or ask to see you in person



You can bring someone with you to help you



If the manager can't fix the problem straight away, they will write to you within **10 working days** to explain how they will deal with it

Useful word:



Senior Manager

A Senior Manager is a staff member who is the boss of other managers

What if I am still unhappy?



If you are still unhappy, you need to tell us within **10 working days**



This will then be called a **Stage 2 Complaint**



We will write to you within **5 working days** to let you know we have got your complaint



A Senior Manager will look into your complaint



The Senior Manager will write to you within **20 working days** to say how they will deal with it

We promise to...



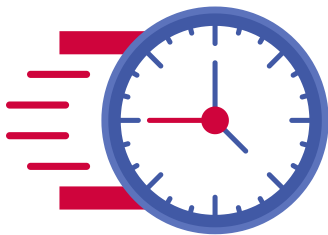
Ask for your ideas and listen to what you have to say



Tell you important information



Treat you fairly



Act fast



Say sorry if we have done something wrong



Try to make sure the problem doesn't happen again

Useful word:

Housing
Ombudsman Service

The **Housing Ombudsman** is separate from Brighter Futures and looks into complaints and can help to sort out problems

What if I am still unhappy and want more help?



Housing
Ombudsman Service

If you are still unhappy, you can contact The Housing Ombudsman



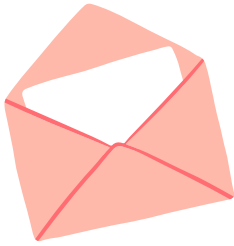
You can call The Housing Ombudsman:
0300 111 3000



You can email The Housing Ombudsman:
info@housing-ombudsman.co.uk



You can visit The Housing
Ombudsman website:
**[www.housing-
ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**



You can send a letter to
**The Housing Ombudsman
Service**
PO Box 1484, Unit D,
Preston, PR2 0ET