

What happens when I make a complaint?

When dealing with your complaint, we will always listen to you, treat you with respect and ask you what outcome you would like.

Stage one

All new formal complaints will be logged at stage one and investigated by a manager. You will usually receive a response within ten working days, though sometimes this may take longer. If you are not happy with the outcome of stage one you can request to escalate it to stage two.

Stage two

The complaint will be reinvestigated by a manager from a different service, who will look at your complaint again. We will respond to all stage two complaints within 20 working days. If you are still not happy with the response given at stage two you can request that your complaint is escalated to stage three, the final stage in our complaints process.

Stage three

Your complaint will be looked at by a panel of managers and customer representatives to try and find a solution. They will meet with you to discuss this. The panel will be set up within 20 working days and you will hear from us within ten working days of the meeting.

Next steps

If you remain dissatisfied with our final response, you can refer your complaint to the Housing Ombudsman (if your complaint is about housing) or the Local Government Ombudsman (if your complaint is about care). We will always provide you with these details.

More information:

If you need any other information about our complaints process, please get in touch with us on:

Freephone: 0800 389 6567

Email: feedback@lookahead.org.uk

Website: www.lookahead.org.uk

Writing to: Look Ahead, Kings Buildings, 16 Smith Square, London, SW1P 3HQ

Complaints and feedback

Complaints and Feedback

At Look Ahead, we always aim to provide the best possible service for our customers. However we recognise that sometimes things can go wrong. When this happens we will try to put things right as soon as possible.

If you do need to make a complaint, this leaflet will give you all the information you will need to do so.

Informal and formal complaints

We record two types of complaints:

- **Informal complaints** are those that can be quickly resolved and do not require a full investigation.
- **Formal complaints** are those that may be more serious, need to be investigated by a manager and may require further action.

What is a complaint?

- Delays in responding to enquiries and requests.
- Failure to provide a service.
- Poor treatment by a staff member or a contractor.
- Failure to follow procedures.
- Poor quality of repairs.
- Disagreement with decisions.

What isn't a complaint?

- Requests for service (e.g. reporting a repair or asking us to deal with an incident of anti-social behaviour). Ask staff for more information on how to report these issues.
- Complaints about things outside of Look Ahead's control (e.g. about the service of another organisation or move-on options in your local area).
- Appeals against warnings, notices to quit or evictions – please ask staff for more information on our separate appeals process.
- Complaints about things that happened more than six months ago.

Who can make a complaint?

- Our customers - people who are supported by Look Ahead staff or who live in a home where we are the landlord.
- Family members, carers, or advocates supporting a customer.
- Organisations who receive a service directly from us.
- People who are affected by a service we provide (e.g. neighbours).

How can I make a complaint?

If you wish to make a complaint, you can do so:

- **in person** to any member of Look Ahead staff
- **by phone** to the local service or Look Ahead's freephone **0800 389 6567**
- **by text** or **WhatsApp** to **07850 650 428**
- **in writing** to the local service or to **Look Ahead, Kings Buildings, 16 Smith Square, London, SW1P 3HQ**
- **by email** to **feedback@lookahead.org.uk**
- through **our website** **www.lookahead.org.uk/compliments-and-complaints**
- using the complaints form available in services, suggestion boxes or through local meetings and forums