

*Complaint, Compliment or  
Suggestion Form*

Your Name:.....

Your Address:.....

Phone Number:.....

Details of your complaint: .....

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Have you taken any action so far, or complained to  
anyone else?    YES    NO

If 'Yes' please give any details

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What, if anything, could we do to put things right or  
to avoid the problem in the future?

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Signature..... Date.....

Would you like to make any suggestion or  
compliment, if so, please give the details  
below

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Supporting, Enabling, Inspiring



Stay  
Meeting Point House  
Southwater Square  
Town Centre, Telford TF3 4HS

Phone: 01952 291904  
Fax: 01952 213555  
Email: rebeccahiggs@staytelford.co.uk

Stay a Company Limited by guarantee No: 03471122 and a  
Registered Charity No: 1066948

**STAY**

**COMMENTS,  
COMPLAINTS OR  
COMPLIMENTS**

**We value your views**

**We want to get it right**



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**HOW TO MAKE A  
COMPLAINT**

## Getting it Right Can I make a complaint?

We aim to provide a high-quality service in everything we do. However, there will be times where things go wrong, in which case we rely on you to let us know.

Complaints give us valuable information about how to improve our service.

Please use this form if you are reporting



*I am not satisfied with the service!*

*Should I use this form to complain?*

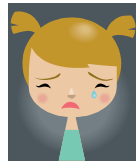
- The failure of a service we have provided;
- Delays to a request for a service, or not responding to a request for a service;
- A poor attitude or performance from our staff, or
- Any incident where we have not followed one of our policies and procedures correctly.

## Ok, so how do I complain?

*You can ask a friend, relative, or anyone you choose to help.*

*They can:*

- *Advise you*
- *Help you to put your complaint in writing*
- *Come to meetings with you*
- *Speak for you if you wish*



### INFORMAL COMPLAINTS

Often complaints can be resolved quickly and easily if raised at an early stage and directly with a member of staff. You can speak to the member of staff you feel most comfortable with and they will make every effort to resolve the problem. You will get a response within 5 working days, telling you what has been done to resolve the problem.

You do not have to live in a Stay property to make a complaint. If you are unhappy with any aspect of Stay's work please contact any member of staff at Stay's registered office. Contact details can be found on the back of this leaflet.

### Stage One—Formal Complaint

If your complaint is not resolved informally, you should then write, giving full details of your complaint to the appropriate Service Manager. The Service Manager will acknowledge your complaint within 5 working days and respond to the complaint within 15 working days, and will inform you of the outcome.

### Stage Two—Appeal

If you are not satisfied with the outcome of your Stage One formal complaint you should appeal in writing to the **Director of Stay, Meeting Point House, Southwater Square, Town Centre, Telford, TF3 4HS.**

### Stage Three—Appeals Panel

If you are still not satisfied and you want to take the complaint further, we will acknowledge this within 5 working days and begin to make arrangements for a complaints panel hearing.

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*As a reminder, we want to hear from you. Any client, or person applying for housing, or any neighbour or any other person who has tried to access a service from Stay can use this leaflet.*



**To inform us of your complaint, please use the form on this leaflet. We would also like to hear from you if you have any compliments or suggestions, or any comments you may have that will help us to improve our service.**