

Complaints and Comments

Once you are on the Pathway and you are being supported/accommodated you may have a complaint or comment about:

- Your accommodation
- Your support worker
- The way in which your service is provided

All complaints and comments will be treated equally whether made in this form, in person, email, text or letter.

If you need any help to understand this form then contact your support worker or local hub and they will be happy to assist. Your complaint will initially go to the Hub Co-ordinator.

How to make a complaint or comment

1. Contact your support provider/landlord and ask to make a complaint.
2. You will be given a copy of their complaints procedure/form or you can use the form on this leaflet. Your support worker will be able to help you fill the form, but if the complaint is sensitive then other agencies will be able to help you. (see next page)
3. Your complaint will then be dealt with in line with your providers policies and procedures, and you will also be advised of the timescale in which it will be dealt with.

IF YOU ARE NOT HAPPY WITH HOW YOUR COMPLAINT IS BEING DEALT WITH, PLEASE CONTACT YOUR HUB CO-ORDINATOR

How to appeal against a Hub decision

If you are not happy with the Hub decision on your level of need following your assessment, you can make an appeal.

You must contact your nearest Hub Co-ordinator (addresses overleaf), who will review your assessment.

If you disagree with their decision, this can be reviewed again, by a another Hub Co-ordinator in different district.

Finally, if you are not happy with that decision, then you can contact the Pathway Manager. Your local hub will give you details.

Where to go to get further help

If you feel you need further support from somebody independent, the following agencies can help

- Foundation Paralegal Service
- The Citizens' Advice Bureau
- Local Advocacy groups
- A solicitor
- National Youth Advocacy Service if you have received services from Children's Social Care

Reviewed: Oct 2018

Your Complaint or Comment

Please circle the nature of your complaint or comment:

Hub decision / Accommodation / Member of staff / Process of service / Other—please specify

Details:

What would you like to see happen as a result of your complaint/ suggestion?

Date

Your Signature

Your Details

First Name:

Surname:

Address:

Tel. No.:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint or communicating with you.

What would you like to see happen?

Local Hub Offices

Craven: 1 Belle Vue Square, Broughton Road, Skipton, BD23 1FJ. T: 01756 706475
Co-ordinator: Claire Willoughby
cwilloughby@cravenc.gov.uk

Harrogate: Harrogate Borough Council, Civic Centre, St Lukes Avenue, Harrogate, HG1 2AE. T: 01423 500600
Co-ordinator: Darren O'Connor
darren.oconnor@harrogate.gov.uk

Hambleton: Housing Options, Civic Centre, Stone Cross, Northallerton, DL6 2UU. T:0845 1211555
Co-ordinator: Alison Morton
Claire.clayburn@hambleton.gov.uk

Richmondshire: Mercury House, Station Rd, Richmond, DL10 4JX. T: 01748 829100
Co-ordinator: Liz Pybus
Karen.haxell@richmondshire.gov.uk

Ryedale: Ryedale District Council, Ryedale House, Malton, YO17 7HH. T: 01653 600666
Co-ordinator: Sarah Wintringham
Sarah.wintringham@ryedale.gov.uk

Selby: Access Selby, Market Cross, Selby, YO8 4JS. T: 01757 705101
Co-ordinator: Victoria Stoker
homelessandprevention@selby.gov.uk

Scarborough: 23 Aberdeen Walk, Scarborough, YO11 1BA
Tel: 01723 361100
Co-ordinator: Carl Martin
thehub.scarborough@foundationuk.org

If you require this information in audio, bigger print, Braille or in a different format or language, let us know.



**NORTH YORKSHIRE
PREVENTION PARTNERSHIP**

**Complaints
Comments &
Appeals
Information**

Your Opinion Matters