

Complaints Policy

New Foundations is the organisation which provides your home. If you are not happy with anything about your home or with the service provided by New Foundations then you should talk to the staff at New Foundations about why you are not happy.



We will listen to what you say and explain what we can do to make things better. We hope that this will solve the problem but if it does not and you are still unhappy then you can make a complaint.

A complaint is when you ask us to take what you have to say very seriously.

It's OK to complain.



If you are not sure how to do this, a friend or someone from your family or one of your support workers can help you make your complaint. If you have a Social Worker you should tell them that you have decided to complain because they will want to help you as well.

When you make a complaint we will begin by writing a letter that says exactly what it is that you are not happy about.



We will give this letter to Vicki Taylor who is the Director of Housing at New Foundations. She wants our tenants to be happy with their homes and she will probably come to see you to talk about the problem. She will explain what New Foundations can do to put things right. She will write down what she is going to do about the problem



If this doesn't sort things out for you and you don't think that Vicki has been fair then you can ask the Board of New Foundations to listen to your complaint.



The Board of New Foundations is in charge of everything about New Foundations. The people on the Board don't work for New Foundations – they are volunteers and they will want to make sure that you are being treated fairly.

The Board will make a decision about what should happen about your complaint.

Their decision is the end of the complaints procedure