



Making a complaint or speaking out



Thinking about complaints



We are Zeno Limited the organization that supports you.



A complaint is when you speak out about things you are unhappy with.



You can make a complaint about the people you live with or your neighbours.



You can complain about staff if you think they have broken the rules.



You can find out about the rules that staff should follow in our series of booklets called: **What Zeno does about..**



Making a complaint



You can speak to your support worker or another member of staff.



You can speak to your manager



You can fill out and send us the form at the back of this booklet



You can ask a friend, someone from your family or an advocate or social worker to contact us.



What happens when you complain



We will send you a letter within 7 days to let you know we have got your complaint.



Someone will speak to you or your advocate to try to make things better.



If you are still unhappy your complaint will go to a boss of Zeno Limited



If you are still unhappy then you can speak to someone else. There are different people to speak to for different kinds of problems. The people you can speak to are on the next page.



Complaining about your support



First complain to your manager, your social worker or the people who pay for your support at **Social Services**. Their address and phone number is:



You can also complain to the **Care Quality Commission**. These are the people who come and check that we are doing a good job.

They cannot look into your complaint but it is helpful for them to know that your service is doing things properly and is safe. If they are not, they can make things better.



England
Phone:
03000 616161

Email:
enquiries@cqc.org.uk



Write to:
CQC National Contact Centre
CQC National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA



Complaining about your house or flat



If you are still not happy you can also complain to the **Local Government Ombudsman**.



A Zeno tenant is someone who lives in a house or flat owned by Zeno.



The **Local Government Ombudsman** looks at complaints about councils and some other authorities and organisations. Their job is to find out about complaints in a fair way.



If you are a Zeno tenant and you want to complain, there is a booklet to help. The booklet is called 'How to complain - a guide for people with a Zeno tenancy'



Phone:
0300 061 0614

Email:
advice@lgo.org.uk



If you are not a Zeno tenant, first complain to your landlord. A landlord is the person who owns your house or flat. You can ask a member of staff for their phone number and address.



Write to:

The Local Government Ombudsman
PO Box 4771,
Coventry CV4 0EH



If you speak to your landlord and you are still unhappy, you can write to the Independent Housing Ombudsman.

The Independent Housing Ombudsman is set up by law to look at complaints about the people who look after your house.



Phone:
0300 111 3000



Email:
info@housing-ombudsman.org.uk



Complaining about crime



Write to:
Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN



If someone hurts you or steals from you, it is wrong and they have broken the law.



Complaining about your neighbours



You can complain about your neighbors to a Zeno member of staff or your landlord's housing officer. You can ask a member of staff for their phone number and address.



They will help you to talk about your problems and can speak to your neighbours if you want them to.



You should talk to the police about what has happened or ask a member of your support staff to help you. If it is an emergency, then you should call 999.



Please fill in this form to tell us about your complaint. If you need help, please speak to a member of staff or an advocate.

Please write in the boxes.



Please tell us what your complaint is about by putting a tick in the box below.



Today's date



Where I live



Your name



My support



Your address



Zeno staff



Your telephone number



Something else



Please write about your complaint in the box below. If you need help please talk to a member of your support staff or an advocate.

Please write here



If someone has supported you to fill out this form, please can you tell us the following:



Their name



Their address



Who they are (staff/friend/advocate)



When you have filled it in, please give this form to your Support Worker or your Service Manager