

Complaints, Compliments and Feedback



This information is for everyone who uses New Outlook services. It is for the people we support, parents, carers, friends, and professionals.



New Outlook sets high standards and wants to provide you with a good service.

We want to hear your views and feedback about our services.



Sometimes, we get things wrong. We want you to tell us if we do so that we can change and improve our services.

You can make a complaint if you are unhappy or upset about something we have done. Your complaint may also be about something we have not done.



We also want to hear about when we get things right and have provided a good service.

We want to hear about when you are happy with our services.

Complaints



We take complaints seriously.

We will listen to what you have to say.
We will be polite and treat you with respect.



Your complaint will be treated confidentially.



We will keep you informed about how your complaint is being dealt with.



We will help you quickly and agree the timescales to respond.



You can talk to your support worker, the manager, friend, family or advocate.

You can talk to us directly.



You can make a complaint or give a compliment in whatever way is easiest for you.

This can be by letter, phone or completing a form.



You can ask for all information about your complaint to be provided in a different format. This includes braille and audio.

How we will deal with your complaint



The service manager will deal with your complaint first. They will listen to you and will try to sort the problem out straight away.



If you are not happy with the response you get from the service manager, or if your complaint is about them, please contact the Head of Operations.

They can be contacted at:



Mandy Kaur is Head of Residential Services.

Phone: 07984 061 151

Mandeepc@newoutlook.org.uk



Caroline Coogan is Head of Supported Living.

Phone: 07496 060 845

Carolinec@newoutlook.org.uk



You can also contact the Chief Executive or Director of Quality and Care.

Alison Beachim is the Chief Executive.

Phone: 0121 602 6511

alisonb@newoutlook.org.uk



Jonathan Monk is Director of Quality and Care.

Phone: 07814 945604

jonathanm@newoutlook.org.uk



We will look into your complaint and try to find ways to make things better.

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We will contact you within 5 days to confirm that we have received your complaint.

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We will aim to respond to your complaint within 10 days.



We will apologise when we don't get things right. We will tell you how we are going to put it right.

We will try to make sure that it doesn't happen again.

If we cannot change the situation, we will explain the reasons why to you.

If you are not happy with the response:



If you still don't think your complaint has been sorted out, you can contact:

Birmingham City Council Adult Social Care Complaints

Phone: 0121 464 9995

www.birmingham.gov.uk/yourviews



Local Government &
Social Care
OMBUDSMAN

The Local Government Ombudsman.
The Ombudsman is the final stage for
complaints about adult social care.
They are a free service and will look
into complaints independently.

The Ombudsman can be contacted
at:

Phone: 0300 061 0614

www.lgo.org.uk



The Care Quality Commission

Phone: 0300 061 6161

www.cqc.org.uk/contactus

Housing
Ombudsman Service

For concerns about your housing, we
can support you to contact our
Housing Team or your Housing
Association.

If you are still unhappy, you can
contact the Housing Ombudsman.

Phone: 0300 111 3000

www.housing-ombudsman.org.uk

Compliments



If you would like to compliment us on something we have done well or to thank a member of staff, please contact the service manager.

An 'easy read' form titled 'Please fill in this easy read form'. It has three sections: 'Your name' with a person icon, 'Address' with a house icon, and 'Phone' with a mobile phone icon. The form is designed to be simple and accessible for people with learning disabilities.

You can give a compliment in writing, by email, phone or by completing a form.



We will make sure that the member of staff is thanked for providing such a good service.



Complaints, Compliments and Feedback Form

Please use this form to tell us about your complaint or to give feedback or a compliment.

Name:

Contact details:

Complaint/Compliment/
Feedback:

For office use only:

Date received:

Log number: