



How we deal with complaints



Easy Read



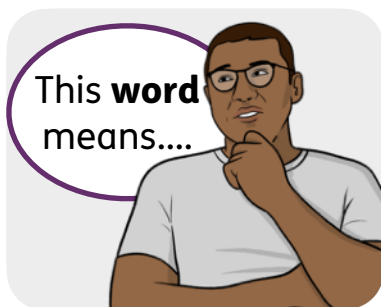
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



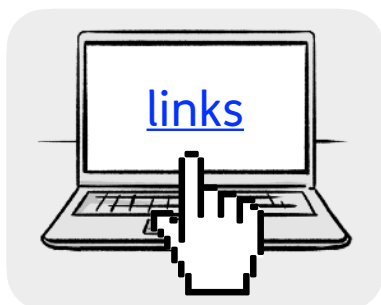
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

| | |
|---|----|
| About this booklet | 4 |
| What is a complaint? | 5 |
| How to make a complaint | 6 |
| What happens when you make a complaint..... | 10 |
| If you are still not happy | 11 |
| Find out more | 12 |

About this booklet



Papworth Trust is a disability charity. We have day centres, and provide people with homes, care and support them into work.



This booklet explains what we do when someone has a complaint about our services.



We try very hard to do things right the first time. But sometimes we make mistakes.



When we get complaints, it helps us fix mistakes quickly.



We want to hear from everyone who uses our services, including people who live in our homes.

What is a complaint?



A **complaint** is when you are not happy with our service.



A complaint is different from a **service request**.

A **service request** is when you ask us to do something or tell us about something for the first time.



We will tell you when something is a service request, and when something is a complaint.

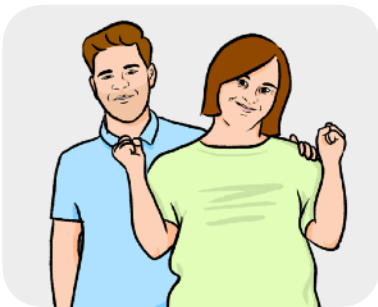
How to make a complaint



Everyone should be able to make a complaint.



You can ask someone to make a complaint for you.



This could be a friend, family member or someone who supports you.



If someone else makes a complaint for you, we will make sure you say it is ok to talk to them.



We will also do this if you have talked to your local councillor or MP and they have made a complaint for you.

You can complain by:



- Letter to:
The Complaint Officer,
1 Saxongate,
Bradbury Place,
Huntingdon,
PE29 3RR



- Talking to any member of staff.

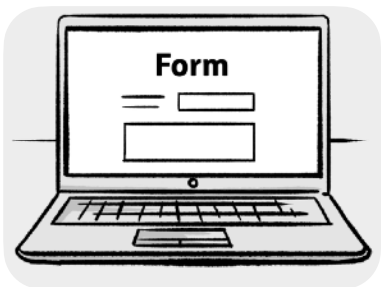


- Calling us on the phone
between 9am and 5pm:
 - If your complaint is about
housing, call 0330 678 0008
option 1 or option 2
 - If your complaint is about
jobs, activities, care, or any
other service, call 01480
357200 option 6, then
Option 1 for the Governance
and Compliance Team

You can also complain by:



- Emailing us:
 - If your complaint is about housing, email:
housing@papworthtrust.org.uk
 - If your complaint is about any other service, email:
complaints@papworthtrust.org.uk



- Filling in a form on our website:
[www.papworthtrust.org.uk/
contact-us-page/make-a-complaint/](http://www.papworthtrust.org.uk/contact-us-page/make-a-complaint/)



- On social media, like Facebook or X.

When you complain, we will need to know:



- Your name and how to contact you.



- What your complaint is about.



- What you think would be a fair way for us to put things right.



- Any extra information you think we should think about when we look into your complaint.

What happens when you make a complaint

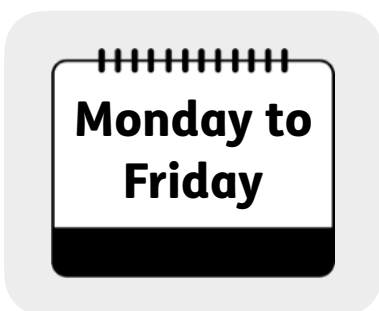
When you make a complaint, we will:



- Look at your complaint and write to you within **5 working days** to say we got it.



- Look into your complaint and give you a full answer within **10 working days**.



Working days means Monday to Friday. This does not include Bank Holidays.

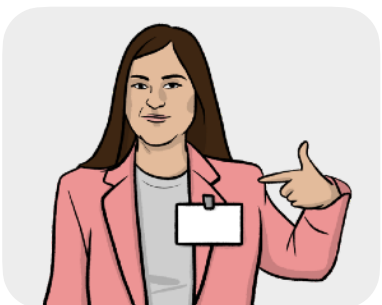
If you are still not happy



When you are happy with how we have fixed things, we will stop looking at your complaint.



If you are not happy, you can ask for your complaint to be looked at again.



Another manager or someone more senior will review your complaint. If you are not happy after this stage, there are other organisations that can help you.



We will tell you how to contact the right organisation for your complaint.

Find out more



You can find out more on our website:

www.papworthtrust.org.uk

This Easy Read booklet was produced by easy-read-online.co.uk
The booklet includes images licensed from Photosymbols & Shutterstock.