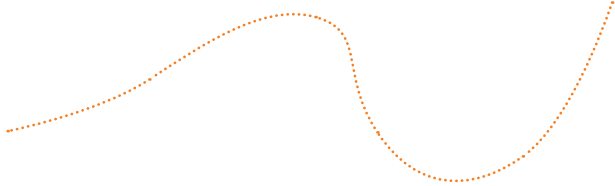




HONEYCOMB  
GROUP

# How to make a COMPLAINT



We want to help you create a happy home where you feel confident and connected.

If there's a barrier to creating your happy home, we want to know. We encourage you to share any concerns and feel able to make a complaint easily.

Take a look inside to find out how to make a complaint, and how we will try to resolve the issue in our new three stage process.



# You can complain about any part of our services or the way we have delivered them.

For example:

- If we have not done what we said we would do, or if we have done something we shouldn't have done
- If we have not followed our policies and procedures
- If you feel we have not treated you well

## What to tell us when you complain

We need as much information as possible about your complaint.

We prefer you to give us your name, address and contact details when you make a complaint, but you do not have to. We will deal with anonymous complaints, but if we don't know who you are and can't ask you for more information, we may not be able to take action.

## Need help making your complaint?

Just ask and we'll be happy to help.

# What happens to your complaint

## STAGE ONE

We'll let you know we've got your complaint and who is looking into it within 24 working hours. We aim to resolve complaints within 10 working days.

## STAGE TWO

If you are not satisfied with our stage one response, you can appeal to the director of the service to review the way your complaint has been dealt with. If possible, put your appeal in writing. If you need help to do this, call us on 0330 094 8878 and we will be happy to help.

We'll let you know if your complaint has moved to Stage two within 24 working hours. Our target response time is 10 working days.

## STAGE THREE

If you are unhappy with the stage three outcome, you can go directly to the organisation which commissions, funds or regulates the service you are complaining about.

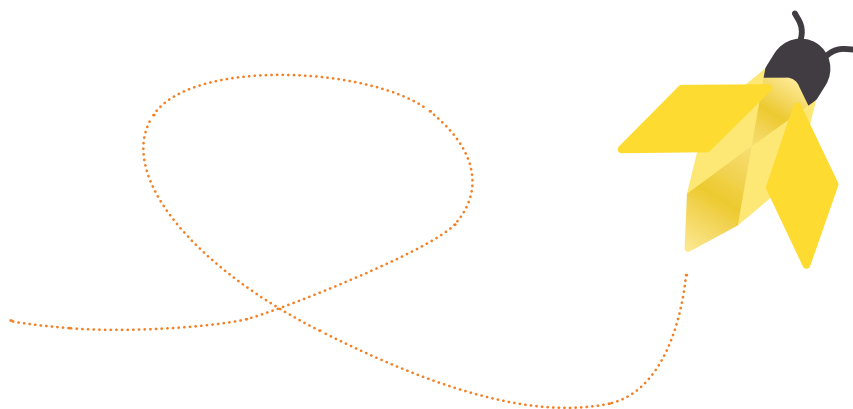
When your complaint reaches this stage, we will tell you who you need to contact to take the matter further.

# GET IN TOUCH

complaints@honeycombgroup.org.uk  
0330 094 8878

www.honeycombgroup.org.uk

308 London Road, Stoke-on-Trent, ST4 5AB  
*Open 8.30am - 5.30pm, Monday to Friday*



The Honeycomb family:

