

Some useful names & numbers

Head Office - 01204 520183

Redds Place - 01204 381373

Project Front Door - 01204 861057

The Loft House - 01204 323118

The Lucas Project - 01204 572614

Outreach and Lodgings - 01204 520183

The Chances Team - 01204 520183

Please note, our Compliments, Comments & Complaints Procedure is open to anyone affected by our service, including residents, agencies and neighbours.

You can also contact your social worker or personal advisor regarding your concerns, or contact Voiceability which is an advocacy service for care experienced young people.

Voiceability — 0800 3031660

Bolton Citizen Advice Bureau (CAB) -
0808 2787804

Some of the things you may want to comment on are...

- How you were treated when you first enquired about our services
- Being interviewed
- Waiting to hear if you've been accepted onto the waiting list
- Being on the waiting list
- Being offered a flat
- The condition of the flat
- The kind of support you get from your Support Worker
- How you are treated when you phone or come into the office
- Any problems with repairs
- Anything that stops you from being able to live peacefully in your flat
- How you are treated if you have arrears of rent or there is a problem with damage or disturbances at your flat
- Moving out of your BACKUP flat
- The support you get when you are moving on to your next flat

Complaints, Comments & Compliments



What happens if you are not happy with our written response to your complaint?

If you are not happy with our response to your complaint, you have ten working days from receiving the letter to tell the Project Manager that you wish to appeal to a Director.

Within the next two weeks, you will be given a date when a Director will be available for a face to face meeting. This meeting will usually be held within four weeks of the Project Manager being told that you wish to appeal.

We will send you the decision as soon as possible, usually within two weeks of the meeting.

If you are unhappy with the decision you can ask to speak to our CEO.

Once a response has been given by the CEO, if you are still dissatisfied, you can ask our Board of Trustees to look into the handling of your complaint.

If you want to give feedback or a compliment, please ask any member of staff for a Review Card or a Complaints Comments Compliments form

What to do if you think our service is not good enough?

1. If you want to make an informal complaint or give us some feedback, speak to the Project Manager or any other member of staff and ask them to pass on the information. We will acknowledge your feedback within a week.

2. A formal complaint needs to be in writing. If this is a problem, talk to someone else, perhaps a worker from another agency, or a friend, and ask them to help you write a letter. BACKUP will also help you if you wish.

3. Within one week of receiving your letter, we will write to you and tell you what we plan to do and ask if you want to discuss your complaint face to face (you can bring someone with you to the meeting).

4. We aim to give you a written response to your complaint within three weeks, including arranging a meeting if you asked for this.

Have you been happy with the service?

- Has our service disappointed you?
- Do you want to make a complaint?
- Or just give us some feedback?

The staff at BACKUP always try hard to provide a good service, but we still want to know if you are not happy with our work. We use any feedback we get to improve the way we work.

Please tell us if you think we could do things better.

