ISHA complaints policy - easy read

This is a short and easy version of our full complaints policy.

? What is a complaint?

A complaint is when you are **unhappy** about something, like:

- A service we did or didn't provide
- Something a staff member or contractor did or didn't do

You can complain even if you don't use the word "complaint."

Who can complain?

- Anyone who lives in an ISHA home
- Anyone who uses our services
- Someone can complain for you if you ask them to.
 (This could be a family member, support worker, or friend.)



How to complain

You can tell us you are unhappy in different ways:

Phone: 0300 131 7300

• Email: isha@isha.co.uk

• Website: www.isha.co.uk

• Post or visit:

ISHA, 102 Blackstock Road, London N4 2DR

We can help if you need support to complain.



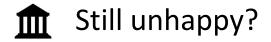
What happens when you complain?

Stage 1 – First look

- We will let you know we have your complaint within 5 working days.
- We will try to answer your complaint within 10 working days.
- If we need more time, we will tell you.

Stage 2 - Final look

- If you are still not happy, ask us to look again.
- A different person will check your complaint.
- You will get an answer in 20 working days.



You can contact the **Housing Ombudsman**.

They are independent and will look at your complaint.

• Phone: 0300 111 3000

• Website: www.housing-ombudsman.org.uk

• Email: info@housing-ombudsman.org.uk



Need support?

We will:

- Help you complain
- Make reasonable adjustments if needed
- Let someone speak for you (with your permission)