

# Making a complaint about our services



**Easy  
Read**

# Easy Read



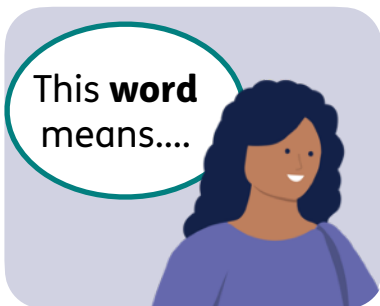
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



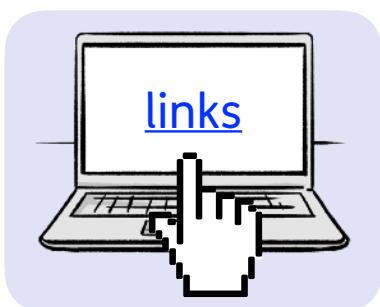
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



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

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You can fill in a quick survey to say what you think about this Easy Read booklet:

[www.easy-read-online.co.uk/easy-read-feedback-survey](http://www.easy-read-online.co.uk/easy-read-feedback-survey)

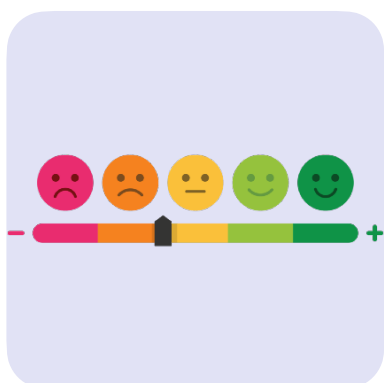
# About this booklet



One Manchester supports people with housing and community services.



We want to make sure everyone is happy with our services.

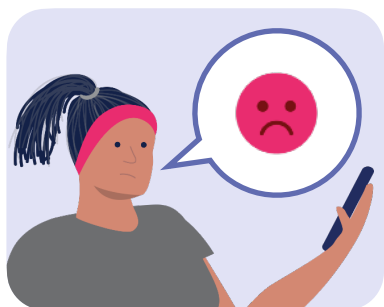


We know that sometimes we get it wrong.

A **complaint** is when you tell us that you are not happy with what we have or have not done.



We want to learn from complaints so we can do better.



This booklet will tell you about how to make a complaint and what will happen if you make a complaint.

# Making a complaint



You might be unhappy with something we have done.



Or you might be unhappy because we have not done something that we should have done.



You also might want to complain about someone who works with us.



You can make a complaint about something that affects you or people living in your home.

# Things that are not complaints

A **service request** is when you ask us to put something right, like:



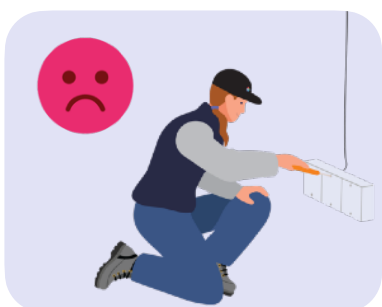
- Asking us to fix something in your home.



- Reporting a problem in the area.



A service request is not a complaint.



But if you make a service request and we do not fix what you asked us to, you may want to make a complaint.

Some other problems or questions are not treated as complaints, like:



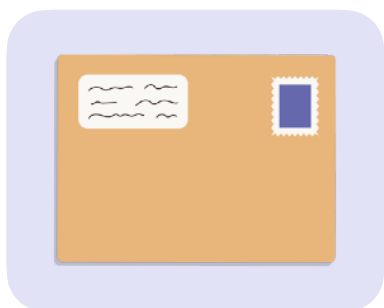
- Asking for information.



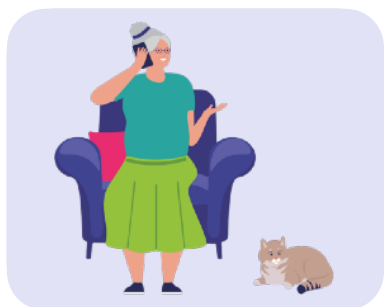
- A problem that you have gone to court about.



- A problem that happened more than 12 months ago.



If we cannot treat your problem as a complaint, we will write to you and explain why.



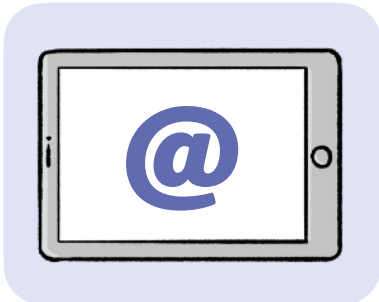
We will also tell you who else might be able to help.

# How to make a complaint

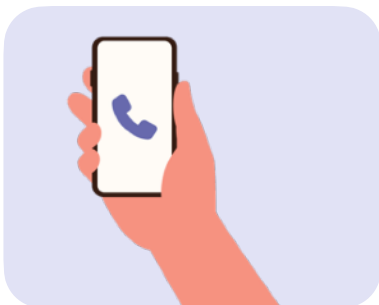
We want to make it easy to make a complaint, so you can tell us about your problem in different ways:



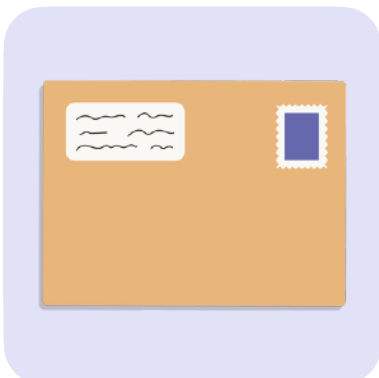
- Online on our website:  
[www.onemanchester.co.uk](http://www.onemanchester.co.uk)



- By email:  
[complaints@onemanchester.co.uk](mailto:complaints@onemanchester.co.uk)



- By phone:  
0330 355 1000



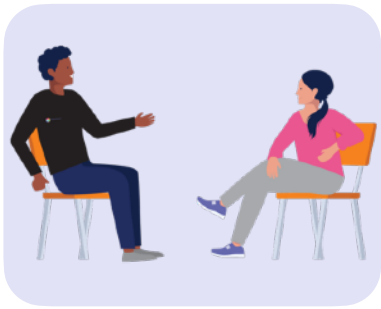
- By post:  
Complaints Team  
Lovell House  
Archway 6  
Hulme  
Manchester  
M15 5RN



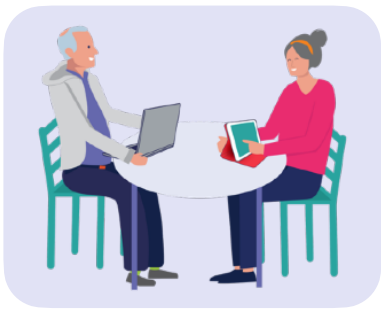
We can help you make a complaint.



All of our staff will know how to deal with a complaint request.



So you can talk to any of our staff to make a complaint.



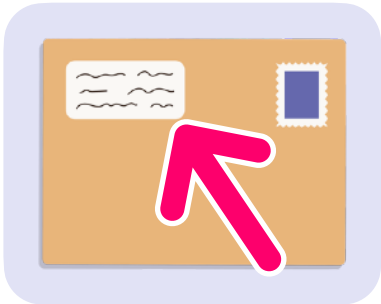
You can also talk to us at our drop-ins. You can find out more about when our drop-ins are and how to get there on our website.



You can also ask someone else to talk to us for you.

# What you will need to send us

When you tell us about your complaint, you will need to tell us:



- Your name and address.



- What the complaint is about.



- Any documents about the complaint.



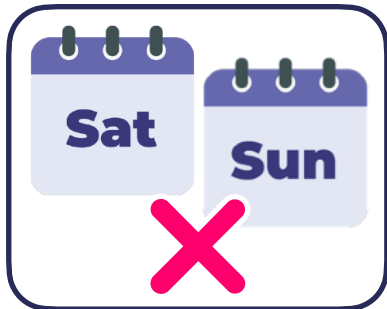
- What you want us to do about your complaint.

# Dealing with your complaint

## Stage 1



We will write to you within **5 working days** to tell you that we have received your complaint.



**Working days** are Monday to Friday. Saturday and Sunday and Bank Holidays are not working days.

When we write, we will also tell you:



- Who will be dealing with your complaint. They are called the **case manager**.



- How long it will take to look into your complaint. This is usually **10 working days**.



We will tell you what to do if we cannot deal with your complaint.



Sometimes we may ask you for more information to help us look into your complaint.



Sometimes we may need longer to decide what to do. If we need more time we will let you know why and how long.



If you have more complaints while we are looking into your first complaint, we might look at them together.



If you are not happy with what we decide, you can ask us to look into your complaint again.

## Stage 2



If you are not happy with what we decided in Stage 1, we can look at it again.

This is called a Stage 2 complaint.

This might be because:



- You feel we have not looked into your complaint properly.



- You think our decision was wrong or not fair.



- We have not done what we said we would.



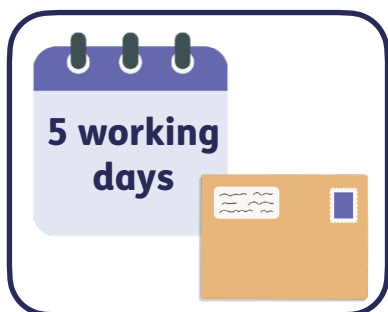
Stage 2 is our final decision about your complaint.



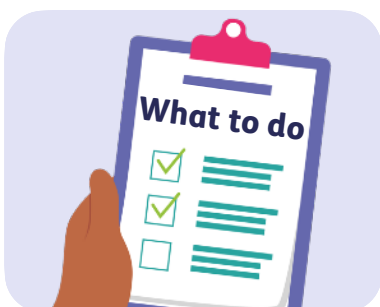
You must start Stage 2 within 12 months of making the first complaint.



It would be helpful if you could explain why you are not happy and what you want us to do.



We will write to you within 5 working days to tell you that we have received your complaint.

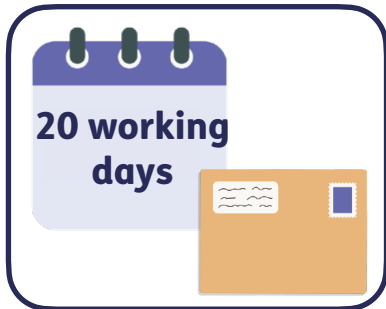


We will tell you what to do if we cannot deal with your complaint.



A senior manager will look at all Stage 2 complaints.

They will not have already been involved in dealing with your complaint.



Within 20 working days, we will write to you. We will explain what the manager has decided to do.

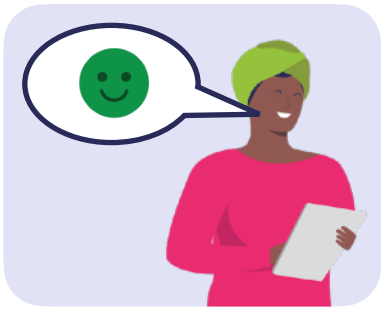


If there is a good reason, we might take longer than 20 working days to look into your complaint.



If it is going to take longer than 20 working days, we will write to you.

# Putting it right



If something has gone wrong and it is our fault, we will try to put it right. We call this a **remedy**.



We will try to make it as if the problem had never happened.



This might not always be possible, so we will think about what else we can do to put it right.



We can offer you a remedy at any time while we are looking into your complaint.



To put it right, we might:

- Say we are sorry.



- Get something fixed.



- Agree that something went wrong and explain what happened.



- Pay you some money. This is called compensation.

We will explain more about compensation on page 21.



- Change how we work.



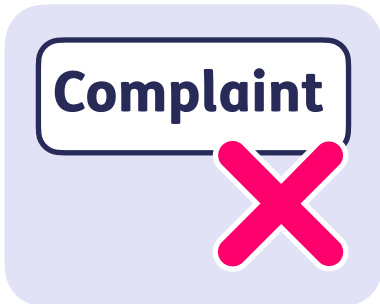
- Give our staff more training.



If you are not happy with the remedy we offer, we will start a Stage 2 complaint.



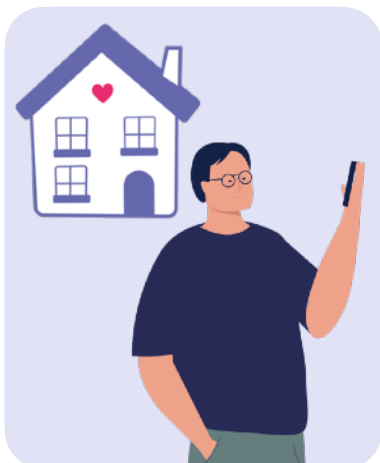
We know it can be hard to make a complaint. But you must treat our staff with respect.



You do not need to use the word complaint to tell us you are not happy with our service.



We will still do what we say in this booklet.



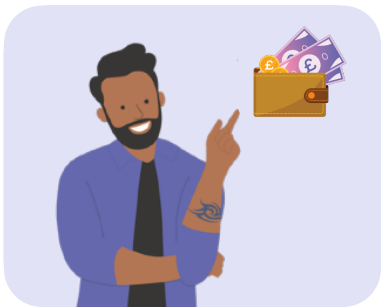
If you are still not happy, you can ask the **Housing Ombudsman** to look into your complaint.

The **Housing Ombudsman** is an independent organisation that looks into complaints between people that live in social housing and their landlord.

# Compensation



Sometimes we may pay **compensation** if something has gone wrong with our service.



There are different types of compensation.



If we pay you compensation for something, it means we understand we made a mistake and we would like to put things right.

# Compensation we must pay by law



In some cases, the law says we **must** pay compensation.

The law says we must pay compensation if:



- You lose your home for good, and it was not your fault.

This includes paying for certain costs that have to be paid when moving home.



- If repairs that you have asked for take longer than the law says they should.



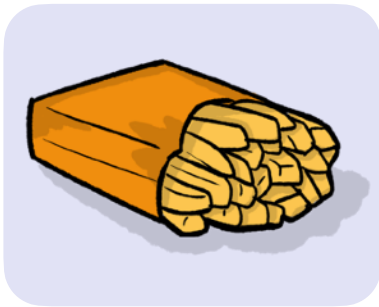
The law says we do not have to pay compensation if you only have to move out of your home for a short time.

# Compensation for things you can prove

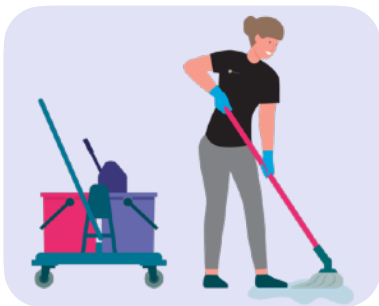


We may pay compensation for costs you have had to pay because we did not do something we should have.

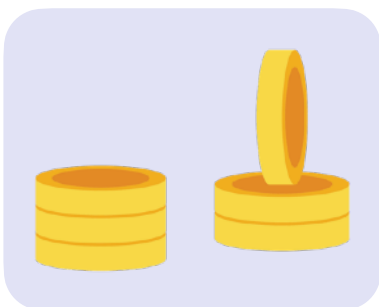
For example, if you have to move out of your home for a short while because we did not do something we should have, we may pay for:



- Hotels or takeaway food.



- Cleaning or repairs.



You must be able to prove that you had to pay these costs because we did not do something we should have.



You can prove you had to pay for things by keeping receipts for what you have paid for.

## Discretionary compensation



Sometimes we may offer compensation even if the law says we do not have to.

This is called **discretionary compensation**.

We may offer you discretionary compensation if:



- We do not deal with a complaint you made very well.



- We take longer than expected to do a repair you asked for.

We may also offer you discretionary compensation if:



- We do not get back to you fast enough after you get in contact with us.



- You were not able to use a part of your home for a little while because of something we have done.



- We have not followed our own rules.

# How to ask for compensation

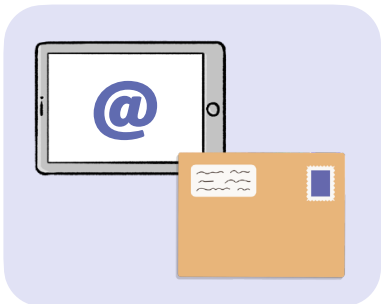
You can ask for compensation by:



- Phone.



- Going to one of our drop-ins.



- Writing a letter or email.



- Filling out the contact us form on our website.



We can help you ask for compensation.

# How much compensation we usually pay

The amount of compensation depends on:



- What went wrong.



- How long the problem lasted.



- How the problem affected you.



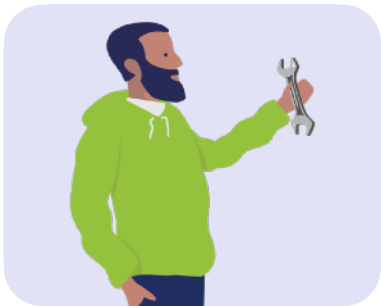
For smaller issues that were our fault, compensation is usually between £25 and £100.

# When we will not pay compensation



Sometimes we will not pay compensation.

This might be because:



- The problem was your fault.



- The problem was caused by something we cannot control, like fire or the weather.

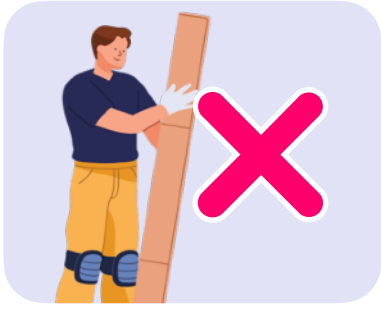


- You hurt yourself. We call this **personal injury**.



- The problem was caused by someone else, not by us or someone working for us.

We will also not pay you compensation if:



- We cannot redo any work you had done to your home in exactly the same way.



- A court has already told us to pay you money for the same problem.



We will also not pay you compensation for something that your **home insurance** would usually pay for.



**Home insurance** gives you money if your home, or the things in it, are damaged or stolen.



We will not pay you compensation for this, even if you do not have home insurance.

# How we pay compensation



If we offer to pay you compensation, we will send you a form to fill out to say you accept the compensation.

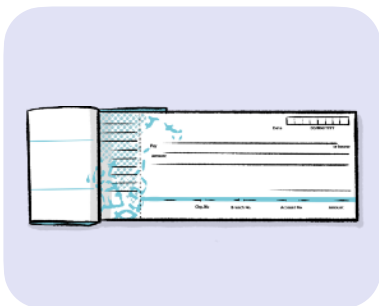


We will pay the compensation:

- Straight into your bank account, or



- Towards your rent if you owe rent money.



We can give you a cheque instead if you ask us to.

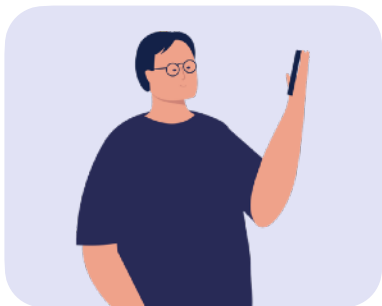
# For more help



If you are not happy with what we are doing about your complaint, you can contact the Housing Ombudsman.



They can help you make a complaint.



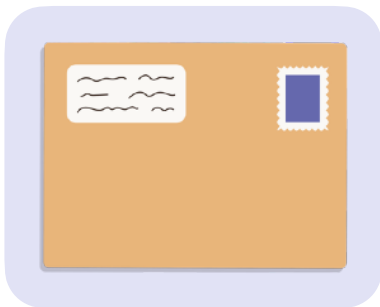
They can also look into complaints themselves.

You can contact them:



- On their website:

[housing-ombudsman.org.uk](https://housing-ombudsman.org.uk)



- By post:

Housing Ombudsman Service  
PO Box 1484  
Unit D  
Preston  
PR2 0ET



- By phone:

0300 111 3000

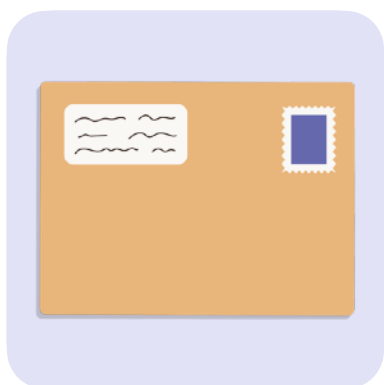
# Find out more



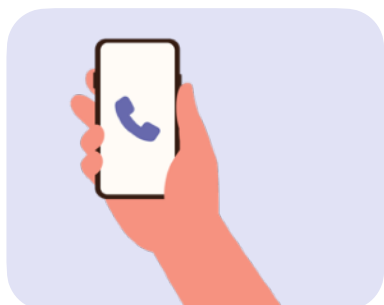
You can look at our website here:

[www.onemanchester.co.uk](http://www.onemanchester.co.uk)

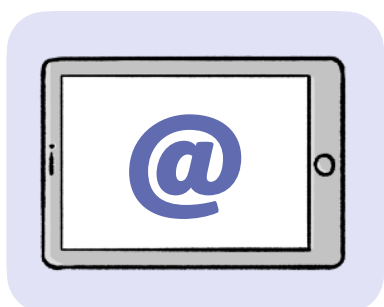
You can contact us by:



- Post:  
Lovell House  
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M15 5RN



- Phone: 0330 355 1000



- Email: [csreply@onemanchester.co.uk](mailto:csreply@onemanchester.co.uk)

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