

Easy Read Summary – Complaints (written June 2026)



If something has gone wrong, we want you to tell us.

We will:

- Listen to you
- Treat you with respect
- Take your complaint seriously
- Try to put things right



How to complain

You can:

- Talk to a member of staff
- Phone us
- Email us
- Write a letter
- Ask someone to help you



Who can complain?

Anyone can complain.

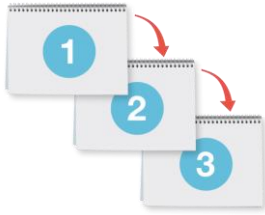
You do not have to be a member.



What can you complain about?

You can complain about:

- Something we did
- Something we did not do
- Communication problems
- Access problems
- A decision we made
- The behaviour of a staff member



What happens next?

1. We will reply within 5 working days.
2. We will look into your complaint.
3. We will usually make a decision within 20 working days.
4. We will tell you what we found and what we will do next.



Decision

What could happen?

We might:

- Say sorry
- Make changes
- Improve our services
- Give staff training



Learning from complaints

We always keep a record of complaints and use them to help make our work better.