**SOS Hub complaint process:**

|  |  |
| --- | --- |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Hospital medical\Complaining person desk.gif | If you are unhappy with the support you have received from SOS Hub you can make a complaint.  We will listen to your complaint and try to work out what went wrong and try to make it right. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Website new www computer internet.gif | To make a complaint, or raise a concern, you can either complete our contact form on the SOS Hub website, [www.sosadvocacyhub.org](http://www.sosadvocacyhub.org) |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Paperwork\Letter Envelope Stamp (White) new.gif | or write to us at Unit 2, 225 to 235 West Road, Westcliff on Sea, Essex, SS0 9DE |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Mobile phone flip phone numbers texting no hand.gif | or by telephoning us on 01702 340566 |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Email Icon New.gif | or by emailing us at advocacy@southessexadvocacy.org |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\ACCESS_EASY_WORDS_+_PICS.GIF  C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\WRITE_IT_DOWN.GIF | If you need help to give us feedback, please let us know and we will work with you to find the best way for your voice to be heard. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\Explaining Woman Desk Ethnic.gif | Usually the best way for us to sort out any problems quickly is by us contacting you to discuss the problem and agree how we are going to move forward – we call this **informal resolution**. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Clocks dates pics\Dates\Date3.jpg | * We will contact you within **3 working days** to discuss how we can resolve things quickly |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\ACCESS_EASY_WORDS_+_PICS.GIF | * We will use plain language and no jargon, and make sure you understand everything. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\handshake man woman.GIF | * We will treat you politely and with respect at all times, and have the right to expect you to do the same |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\Telephone lady and man.gif C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\thumbs up col.gif | If we are able to sort out the problem with you over the phone, or by email when we first contact you, we will: |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\LETTER.GIF C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Email Icon New.gif | Send you an email, or a letter (whichever you prefer) to sum up the conversation you have had, and to confirm the actions that we have taken, or we will take in future. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\actions or emotions\woman worried thinking concerned confused.gif | If you are unhappy with this response, you can then make a formal complaint. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\COMPLAINTS_POLICY.GIF | If it is a more serious complaint, we will investigate the matter as a **formal complaint**. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\assessment filofax.GIF | The **formal complaint** will be sent to the Chief Executive Officer who will investigate the complaint. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\Lady phone old.gif C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Clocks dates pics\Dates\Date5.jpg | The Chief Executive Officer will contact you within **5 working days** of the complaint being received, to make sure they understand what the problem has been, and what outcomes you want to achieve by making the complaint. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\LETTER.GIF C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Email Icon New.gif | The Chief Executive Officer will confirm this with you in writing, either by email, or post (whichever you prefer). |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\NOSEY_MAN.GIF | The Chief Executive Office will then investigate the complaint; they can take up to 20 working days to do this. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Clocks dates pics\Dates\Date21.jpg C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Clocks dates pics\Dates\Date28.jpg | At SOS Hub our working days are Monday – Friday not including any bank holidays, so it can take 3 to 4 weeks to complete an investigation, depending on when the complaint is received. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\Change\LETTER.GIF C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Email Icon New.gifC:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\Decision Making Plans Thinking Black.gif | At the end of the investigation, within the **20 working days**, the Chief Executive Officer will:  Send an Email, or letter to you (whichever you prefer) explaining the outcome of the investigation, it will say what they found out and what they decided needs to happen to correct the problem, if anything, and how we will make sure the situation doesn’t happen again, if possible |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Miscellanious\what think.jpg | Sometimes the investigation will find that the situation was caused by something that the staff at SOS Hub could not control, in this case the Chief Executive Officer will explain that we could not have done anything differently. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\People\actions or emotions\woman worried thinking concerned confused.gif | If you are still not happy with the outcome, you can choose to make an appeal against the findings, the letter will explain how you can do this. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Clocks dates pics\Dates\Date21.jpg C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Clocks dates pics\Dates\Date28.jpg | An appeal means that the SOS Hub Trustees will take another **20 working days** to do an investigation into the complaint, they will then send you a letter or an email to explain outcome of the investigation, it will say what they found out and whether or not they agree with what the Chief Executive Officer decided. |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Miscellanious\ask for info.jpg | For further information you can contact us on any of the following: |
| C:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Website new www computer internet.gifC:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Email Icon New.gifC:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Technology\Mobile phone flip phone numbers texting no hand.gifC:\Users\Bilbobagins20\Dropbox\shared drive\Core Services\Admin\Publicity\Pictures inc Logos & Graphics\Graphics\valuing people\Paperwork\Letter Envelope Stamp (White) new.gif | Our Website: [www.sosadvocacyhub.org](http://www.sosadvocacyhub.org)  Email: [advocacy@southessexadvocacy.org](mailto:advocacy@southessexadvocacy.org)  Telephone: 01702 340566  Address: Unit 2, 225 to 235 West Road, Westcliff on Sea, Essex, SS0 9DE |

Pictures courtesy of CHANGE and Inspired Services