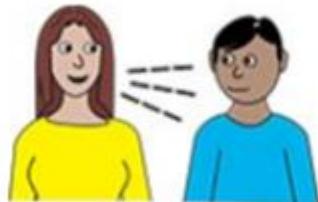


Easy Read Complaints Policy

How to tell Milton Keynes City Council when something has gone wrong



How to tell us you are unhappy



You can tell us in lots of ways:

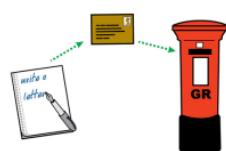
Website: Search for “Complaints MKCC”

Online form: MyCouncil Contact Us form

Email: complimentsandcomplaints@milton-keynes.gov.uk



Phone: 01908 253817



Post: Complaints Team, Milton Keynes City Council, Civic Offices, MK9 3EJ

What is a complaint?

unhappy



A complaint is when something has gone wrong and it makes you unhappy.

You can make a complaint when:

- You had to wait too long
- Something was not done
- You got wrong or confusing information
- Rules were not followed
- Someone did not communicate well
- You do **not** need to say the word "complaint". Just tell us what happened.

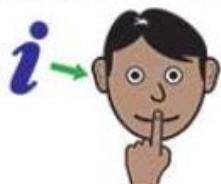
What happens when you make a complaint



We will:

Take your complaint seriously and treat you fairly

confidential



Keep your information private



Contact you the way you like (email, telephone, letter or face to face)



Who can help you make a complaint

You can ask anyone you trust to help you at any time. This could be:

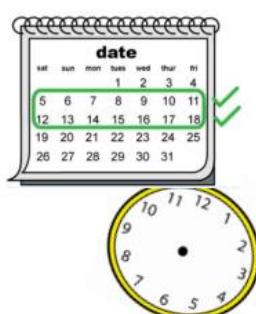
- A support worker
- A friend
- A family member
- A social worker
- An advocate (someone who speaks up for you)



What we do when we investigate

We will:

- Look carefully at all the information
- Keep things private
- Be fair
- Tell you if it will take a bit longer



We will talk to you about your complaint and how long it may take.

We will always send you a reply

You should get a response in **10 working days** (sometimes up to 20).

unhappy



If you are still unhappy

If the problem is not sorted, we will explain how you can move to Stage 2.

This takes 20 working days (sometimes 30).

If you are still not happy you can contact the ombudsman.

Local Government & Social Care **OMBUDSMAN**

Website www.lgo.org.uk

Phone 0300 061 0614

Post Local Government & Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH

If you are still not happy and have complained about your home, contact the housing ombudsman.

Housing Ombudsman Service



Website <https://www.housing-ombudsman.org.uk>

Phone 0300 111 3000

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