Your Right to Support and Advocacy

At any stage, you can have a representative to handle your complaint on your behalf and to be represented or accompanied at any meeting we arrange. This support could come from a friend, carer, or agency (e.g. an advocate). If you need help arranging this, we can provide details of advocacy organisations.

What is advocacy?

Advocacy is independent support that helps you express your views, understand your rights, and ensure your voice is heard. Advocates can help you navigate the complaints process and speak on your behalf if needed.

GET IN TOUCH

Email Us
feedback@inspirenorth.co.uk

Write to us
3 Limewood Way, Leeds LS14 1AB

Telephone
0113 273 9660 - Option 0

Website
www.inspirenorth.co.uk

We are committed to providing a high-quality service to everyone we work with.

Your feedback matters to us. Positive or negative, it helps us to improve our services.

Scan to provide feedback



INSPIRE NORTH

How to Give a Compliment, Raise a Concern or Make a Complaint



How can I give feedback?

We want to make it as easy as possible for you to share your feedback. Whether you want to give a compliment, raise a concern or make a complaint we welcome your input. You can provide feedback in the following ways:

- Online by completing our feedback forms – available on our websites
- Face-to-face at a service
- By letter
- By telephone
- By email direct to your service or to feedback@inspirenorth.co.uk

Your chance to win £50

By completing our Client Satisfaction Survey, you can help us improve our services.

Plus, you'll be entered into our 3-monthly prize draw for a chance to win a £50 voucher!

I want to make a complaint, how will this be dealt with?

Firstly, we're sorry that you're unhappy, and we want to address your concerns and make things right.
To make a complaint, please see "How can I give Feedback?".

Once we receive your complaint, we will:

- Acknowledge it in writing within five working days.
- Inform you of the name of the person handling your complaint.
- Offer you a meeting or phone call to discuss your concerns, if you wish.
- Conduct a thorough investigation into your complaint.
- For Stage 1 complaints - complete investigations and respond within 10 working days of our acknowledgment.
- For Stage 2 complaints - complete investigations and respond within 20 working days of our acknowledgment.
- Contact you if we need more time.

Do I have to put my name on it?

No, you don't have to provide your name. However, if you are making a complaint, remaining anonymous may limit our ability to investigate it fully. Additionally, we won't be able to update you on the actions we've taken or the outcome of your complaint.

What if I am not happy with the outcome?

We hope you'll be satisfied with our response, but if not, we have a two-stage complaints process to ensure your concerns are thoroughly investigated:

- **Stage 1:** Your complaint will be investigated by a Service Manager, or an Operational Manager if the complaint is about a Service Manager.

- **Stage 2:** If you're not happy with the outcome at Stage 1, you can escalate it to a more senior employee, such as an Operational Manager or Director.

We strive to resolve matters fairly, and there is no further appeal process within Inspire North after Stage 2. However, if you're still unsatisfied, you can contact the Housing Ombudsman for advice or to escalate your complaint.

For more information, visit:
https://www.housing-ombudsman.org.uk/

Or you can contact the Ombudsman:
By phone: 0300 111 3000

Or by post: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ