

How to make a complaint about our service



easy
read

Introduction



The **Equality and Human Rights Commission** works to make sure everyone is treated fairly and gets their rights.



Equality means treating everyone in the same fair way.



Human rights are the things that every person should have or be able to do, by law.



We want to give a good service to everyone we deal with.



This information will tell you how to complain when you think our service has not been good enough.

What happens when you complain



We will try and deal with your complaint as quickly as possible.



We are happy to speak to anyone that might be helping you make a complaint.



This could be someone you know, like a family member, friend or doctor.



Or it could be an organisation like Citizens Advice or Learning Disability England.

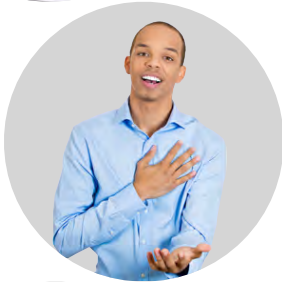


There are two types of complaint we deal with - informal complaints and formal complaints.

Informal complaints



Informal complaints are normally made face-to-face or on the phone with any member of staff.



The member of staff can listen to you and say sorry.



If they don't know much about the problem they can pass your complaint on to someone else.



It is an informal complaint if we:

- know we have done something wrong



- can say sorry straight away

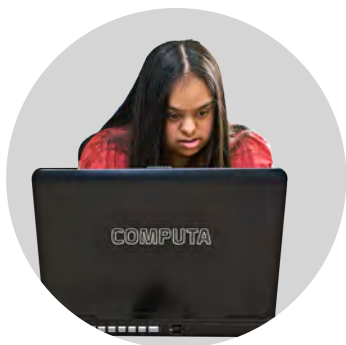


- do not need to look into the problem.



You might make an informal complaint if:

- we haven't replied to you, or have replied slowly



- you aren't sure if we have replied, but we can see that we have. Our email may have got lost



- you are unhappy with something our staff said and they agree they could have said it in a better way.



If we say sorry on the phone or face-to-face, we won't usually send an email as well.



If you are not happy or you don't think the problem has been dealt with, you can make a formal complaint.

Formal complaints



Your complaint will become a formal complaint if:

- we tried to deal with it but you were unhappy with what we did



- the problem is difficult or serious and needs to be looked into.

You can make a formal complaint by:



- email:
complaints@equalityhumanrights.com



- post:
**The Equality and Human Rights Commission
Information Governance Team
Arndale House
Arndale Centre
Manchester
M4 3AQ**



When you make a complaint, please tell us:

- your name and address (or email address)



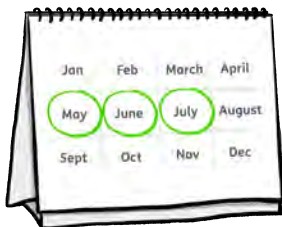
- what your complaint is about



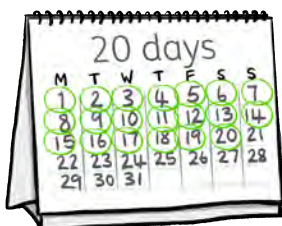
- anything else you need, for example if you need an answer:
 - in Welsh
 - by email instead of post.



Please try and be as clear as you can. This will help us deal with your complaint quickly.



You should make a formal complaint within 3 months of the problem happening.



We will try and answer within 20 working days - these are Monday to Friday.



If your complaint is not about our service

If we decide your complaint is not about our service, it will be dealt with differently.



Your complaint could be:

- sent to a different team if it is about something else



- used as information to help with our work in the future - we call this feedback.



We will treat your complaint as feedback if you:

- don't agree with our plans



- don't think we should have looked into an organisation



- say that because we looked into one organisation, we should look into others that are like it



- are unhappy that we suggested you speak to another organisation for advice on equality and human rights.



If we think your complaint is feedback we will:

- make a record of the feedback



- pass it on to the right team



- write to you to explain



- tell you what to do if you are unhappy.



Reasons we may not deal with your complaint

If your complaint is about a different organisation we will tell you how to contact them.



Sometimes we may not deal with your complaint if:

- it is about something we have already dealt with



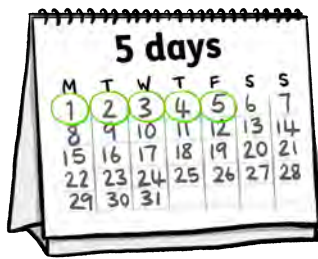
- you haven't told us your name



- it has been too long since the problem



- we think you are behaving badly.



Looking into your complaint

If we think it is a formal complaint, we will answer within 5 working days.



We will decide which staff member will look into your complaint.



If your complaint is about a staff member, it will be dealt with by a manager.



We will describe what happened fairly and let you know what we plan to do about it.



If some parts of the complaint are not about our service, we will let you know that we couldn't deal with them.



We will try and make things right.



If we can't make things right, we will:

- let you know why



- say sorry



- try to improve in the future.

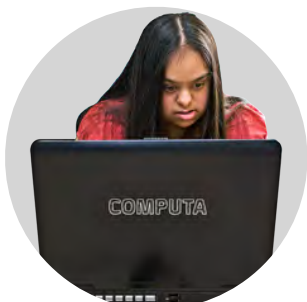
If you are still not happy



If we have dealt with your complaint and you are still not happy, you can speak to the Parliamentary and Health Service Ombudsman (PHSO).



The PHSO can look into anything we have done wrong.



You should send your complaint to the PHSO as soon as we finish dealing with you.



This is because there is a time limit for making a complaint to the PHSO.



[To make a complaint to the PHSO, you need to fill in their complaint form which is available online.](#)



The PHSO will only accept your complaint form if you get your Member of Parliament (MP) or their office to sign it.



You can contact the PHSO by:

post: **Millbank Tower**
Millbank
London
SW1P 4QP



telephone: **0345 015 4033**



[More information about making a complaint to the PHSO is on their website.](#)

For more information



You can [visit our website](#).



If you have any questions or comments please email:
correspondence@equalityhumanrights.com



You can [sign up to our e-newsletter](#).

For advice or information about equality and human rights, you can contact the Equality Advisory and Support Service:



Telephone: **0808 800 0082**



Textphone: **0808 800 0084**

Post: **FREEPOST EASS HELPLINE
FPN6521**

That's all you have to write on the envelope. You don't need a stamp.

