

# Your Right to Complain

If you have a complaint, we will help you to put it right



**FIRST HOUSING**  
Aid & Support Services

**DAY**

01

- Within 5 Working days, we will ask you to talk to us about your complaint.

We will do our best to resolve your concerns.



**DAY**

05

-

15

- If you are unhappy, put your complaint in writing or ask a key worker to do this.
- Within 10 working days, the Service Manager will tell you what has to be done



**DAY**

15

-

30

- If you remain unhappy, your complaint will be passed on to a member of the Senior Management Team.
- A member of the Senior Management Team will look at the decision made and seek more information from those involved.
- The member of the Senior Management Team will tell you of their final decision within 15 working days.



You Have The Right of Appeal and to have an advocate throughout this process e.g. VOYPIC (02871 378980) or if dissatisfied after 30-day procedures take your complaint to NICCY (Northern Ireland Commissioner for Children & Young People) Tel. 028 90311616 or the NI Ombudsman's Office.

**Contact First Housing Aid & Support Services:**

23 Bishop Street, Derry, BT48 6PR.

Tel. (028) 71 266115

For a list of contacts within the organisation check out:

[www.first-housing.com/Contact](http://www.first-housing.com/Contact)



Documents are available upon request in a number of formats including large print, PDF and minority languages.