



**The Hospital of St Mary the Virgin (Rye Hill and Benwell) Almshouses Charity**

**Registered Charity 216275**

# Complaints Form

Adopted by Trustees: December 2025

Next Review: not later December 2026

*This is a summary of our complaints process. You can read more details in our Complaints Policy and Procedure. It follows the requirements set out in the Housing Ombudsman Service's Complaints Handling Code. Please ask us if you have any questions or need more information.*

At the Hospital of St Mary the Virgin, Rye Hill and Benwell, we always try to give you the best service we can. Yet we know sometimes things might not go as planned. If this happens, please talk to us so we can try to put it right. Most issues are quickly and easily sorted out.

Complaints are different to making a first-time request for a service or information. When asking for this, please allow us time to respond or fix any problem. If you are dissatisfied with our response, or the standard of service you've received, there is a straightforward complaints process to resolve it.

To make a complaint if you are dissatisfied, you can let us know in whatever way is convenient for you. It can be in person, by phone, email or by using the form attached to this sheet. You can also ask a representative to make a complaint on your behalf. We take complaints seriously. They're an opportunity for us to put things right and for us and to understand how we can improve our services for all of residents.

## What happens next

When we receive a complaint, there is a process we must use to respond.

### Stage 1

- We will acknowledge a complaint within 5 working days of receiving it and get straight on with investigating what's happened.
- We will give you a full response within 10 working days of acknowledging the complaint. Very occasionally, it might take a little longer to investigate and we'll explain why.
- We hope you will be happy with our response to resolve your complaint at the end of this stage.

### Stage 2

- If you remain unhappy, you can ask for your complaint to be considered at stage 2. This will involve someone else, usually the Chair of the Trustees reviewing your complaint and our response at stage 1.
- We will acknowledge your stage 2 request within 5 working days and reply to you within 20 working days of this acknowledgement. If on rare occasions we need more time to reply, we'll ask you for extra time.
- Our reply at stage 2 is our final response to your complaint.



## Housing Ombudsman Service

If you are not satisfied with our final response at stage 2, you have the right to take your complaint to the **Housing Ombudsman Service**. It can investigate on your behalf if you are unhappy with our response after stage 2. Its service is free, independent, and impartial. It can offer you advice and guidance at any stage of your complaint.

Online: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Phone: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ



## You can use this form to make a complaint

After filling it in, please give it to the Manager or post it to:

**Ms Patricia Embleton, Manager, Thomas Horsley House, Benwell Lane, Benwell, Newcastle upon Tyne, NE15 6NG** or email us at: [admin@hsmtv.org](mailto:admin@hsmtv.org)

### Your details:

Name		
Address		
Phone		Email

If you are filling in this form for someone else, please give their details:

Name		
Address		
Phone		Email
<b>Please note:</b> We need their consent for you to act as their representative in making this complaint. Please ask them to provide consent by signing here or by letting us know while we acknowledge the complaint and before we start investigating it.		
Name of person giving consent:		
Signature giving consent:		Date:

### How would you like us to contact you about your complaint?

Phone

Letter

Email

Other  Please give details .....

**Do you, or your representative, have any special requirements or needs we should be aware of?**

No

Yes  Please give details:

**Please tell us about your complaint.**

**What are the reasons for it? What happened?**

Please attach another sheet if needed and any other relevant information.

**How would you like it resolved?**

Your signature:

Date: