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## Change A poem by Wendy Charlton

So, I'm "making a complaint"  
That's your description, not mine  
How do you get to decide my point of view?  
You could ask me what I thought  
That would be a reasonable thing to do  
I would say here's a suggestion  
On how you could improve  
Your communication for example

You've "investigated my complaint"  
There you go again  
Making that accusation  
I pointed out your poor communication  
Waiting weeks for a response  
Complaint is your word not mine  
I tried the protocol approach, it did not work  
So, I wrote a review and gave you one star

You didn't like that one-star rating  
Not good for your reputation is it?  
You rang to speak to me, an email, letter  
It took that review to get a response  
Am I a "rebel resident" too?  
That's how Grenfell were labelled  
They asked questions, demanded answers  
Raised concerns, made 'complaints'

You really like using that word  
"Sorry you had cause to complain"  
Its overuse suggests that I'm the bad guy  
Just because I pointed out some concerns  
And your poor communication  
Have you heard about our campaign?  
It's called Clarion See Us, Hear Us  
We are here today in protest

I'm not the only one who feels this way  
Tired of your dismissive attitude  
Chronic lack of respect and indifference  
Seen as an annoyance and a problem  
This culture of attitude needs to change  
We are people, residents, customers  
With rights and needs to be seen and heard  
And no, this poem is not a 'complaint'