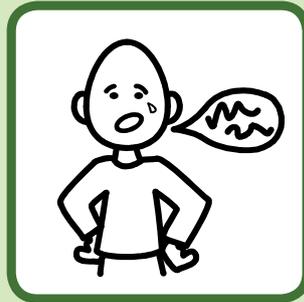
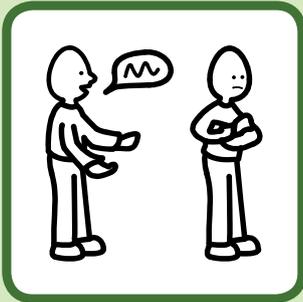
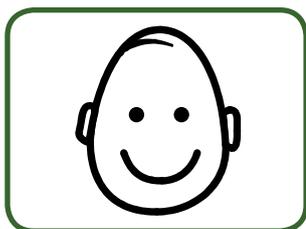


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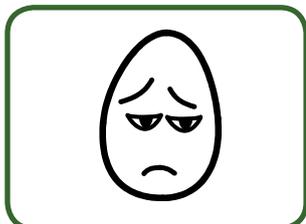
Let's think about making a complaint



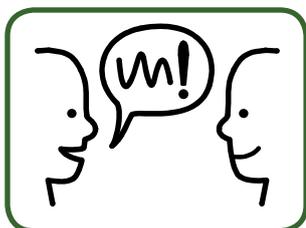
Let's think about making a complaint



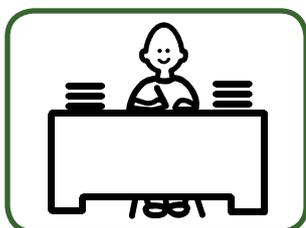
- Staff will try to make sure that everyone is safe, happy and comfortable



- If you are feeling unsafe, unhappy or uncomfortable about anything it is important to talk about it

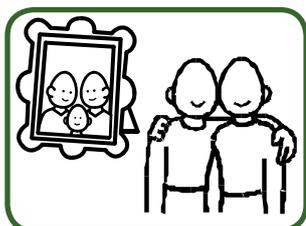


Who can you talk to?

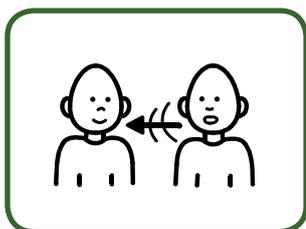


You may want to talk to

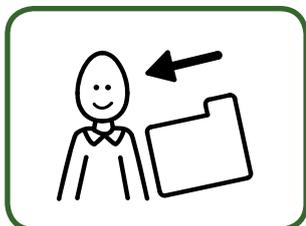
- your key worker or the manager



- your friends or family

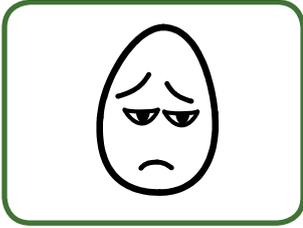


- your advocate or

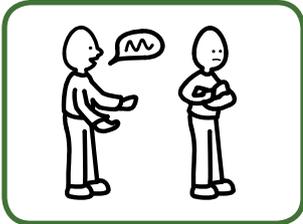


- your social worker

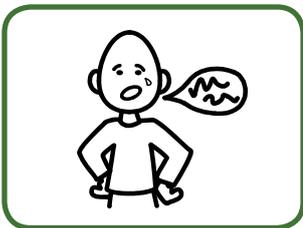
What if that doesn't help?



- Sometimes you may talk with people but still feel unsafe or unhappy about something



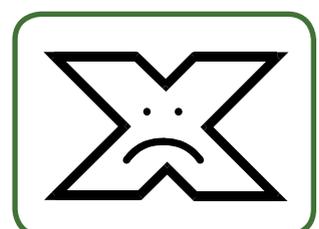
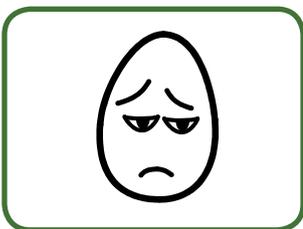
- You may feel that people have not listened
- You may feel that things are not getting better



- If this is how you feel then you can **make a complaint**

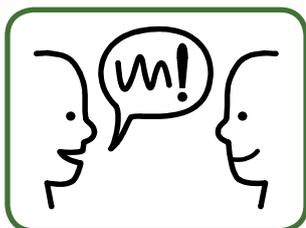
What is a complaint?

- When you make a complaint you are telling people that you are not happy with something about the service

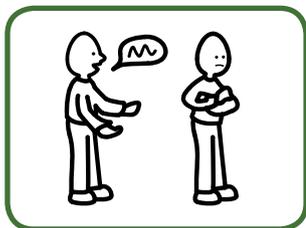


- You make a complaint when you are really unhappy about something and it has not been sorted out

When can you complain?

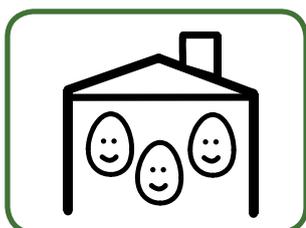


- Normally staff talk to service users who are unhappy about something and try to sort it out

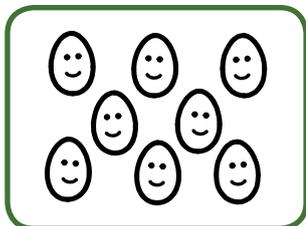


- If you feel that staff have not listened and have not tried to help then you can complain

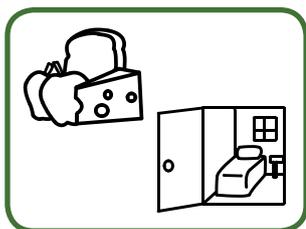
What can you complain about?



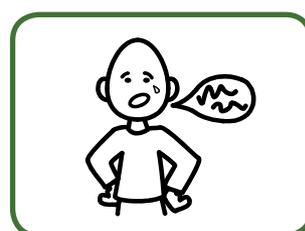
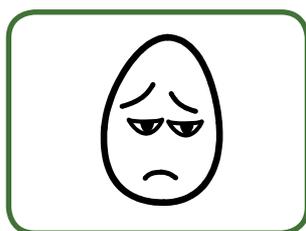
- You may complain about something a member of staff has said or done



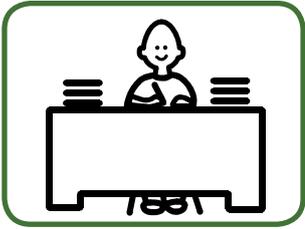
- You may want to complain about another service user



- You may want to complain about things like the food or your room

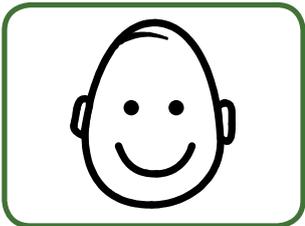


If someone says or does something which hurts you it is important to complain right away



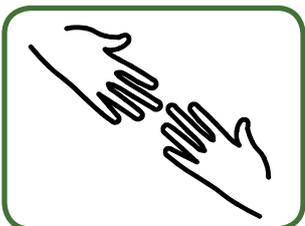
What happens when you make a complaint?

- When you complain the manager will listen to you and write down what you say
- If you are complaining about someone the manager may talk with that person
- If you are complaining about something else the manager will try to sort out the problem

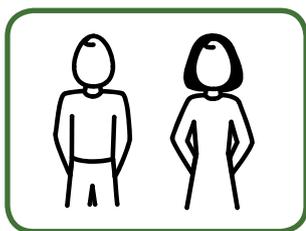


What happens next?

- Usually the manager can sort things out for you so that you feel safe, happy and comfortable again
- If something serious has happened, then other people may be asked to help



If you are still unhappy who else can you contact?



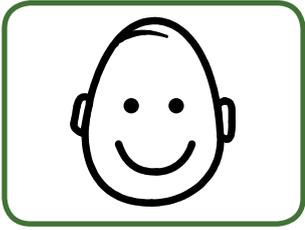
- In England you can contact the Care Quality Commission CQC
- In Scotland you can contact the Care Inspectorate or the Health Improvement Scotland HIS
- It's their job to make sure you have good and safe care
- These people are sometimes called inspectors.

How can you complain to the inspectors?

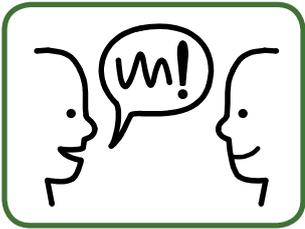


- You can ask the manager, your advocate, your key worker or your social worker about this
- They can help you write a letter or make a phone call

What happens after you make a complaint?



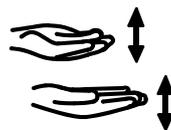
- The manager and the inspectors will do everything they can to sort things out. They will make sure you feel safe, happy and comfortable once more



- If someone has done something wrong to you they will say sorry

- You will also be told what is being done to make sure the problem never happens again

Do you understand how to make a complaint?





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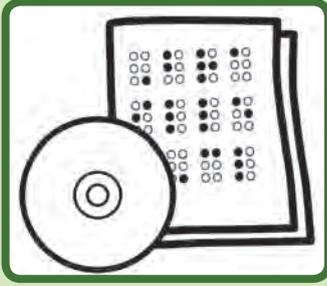
1 Manchester Square
London,
W1U 3AB



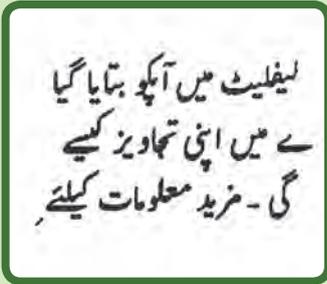
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