

Making a Complaint

Easy Read Version





Transforming Support has
a Complaints Policy.



This easy read leaflet
is about how to make
a complaint about our
services.

What is a complaint?



A complaint is when you feel unhappy about a service and you want a response from us.

You may be unhappy because:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that should have been done.



We welcome complaints and we want people to tell us if they are unhappy – they help us improve our services.

Who can help you make a complaint?



- A member of staff
- A family member or friend
- A member of staff
- An independent advocate—this is someone who acts on your behalf to support you in making decisions. You can get information about advocacy services from your local Health and Social Care Trust.

What should you do if you are unhappy?



Speak to a member of staff or a manager.



We can usually answer your questions and put things right quickly.

If you are still unhappy, what can you do?



You can talk to a member of staff or a manager.

A member of staff can support you to make your complaint.



You can also write to:
The Managing Director
Warren Richards

New City Court
20 St Thomas Street,
London, SE1 9RS,
United Kingdom



Telephone: 0800 048 5792



Or email:
feedback@transformingsupport.uk

What we will do



When you make a complaint we will:

Let you know we have received your complaint.



Make sure we understand what the problem is.



Deal with your complaint as quickly as we can.



Let you know what we have found.



We will involve you, where possible, in decisions about how your complaint is handled.



We can support you to understand what is happening at each stage.

Our promise to you



You will be treated fairly and receive support throughout the complaint.



Making a complaint will not affect the support you receive.



When mistakes happen we will acknowledge them, apologise, explain what went wrong and put things right.



We will listen and learn
from what you say if you
complain about services.

If you are not happy with our response



If you are not happy with our process, you can ask us to review how we handled your complaint.



You can also talk to your local Health and Social Care Trust who arranged for you to be supported by Positive Futures.

If you feel Transforming Support has not resolved your complaint, there are other people who will listen.

You can speak to the CQC, which regulates our work writing to:



Care Quality Commission

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



Telephone: 03000 616161

An advocate, friend or family member can help you to contact other people who will listen.

You can also contact the
Local Council Ombudsman.



You can do this by writing to: The
Ombudsman
P.O Box 4771, Coventry CV4 0EH
– website



Telephone: 0300 061 0614

Email: www.lgo.org.uk



**An advocate, friend or family member can help you to contact other people
who will listen.**