# 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 advocatethis 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 putthings 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

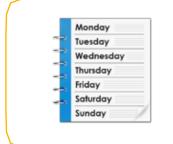


When you make a complaint we will:

Let you know we have received your complaint.



Make sure weunderstand what the problem is.



Deal with your complaint as quickly as we can.



Letyou 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 putthings 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



email

#### Telephone: 0300 061 0614

Email: www.lgo.org.uk

