

## HOW TO MAKE THINGS BETTER (COMPLAINTS PROCEDURE)



This will help you find out how you can tell us if you want something to get better.



You can complain about anything that makes you feel angry, upset, scared or any other way you may not like.

You will not get into trouble but we cannot make it better if we don't know what has gone wrong.

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You can tell us about something in different ways –



Write a letter

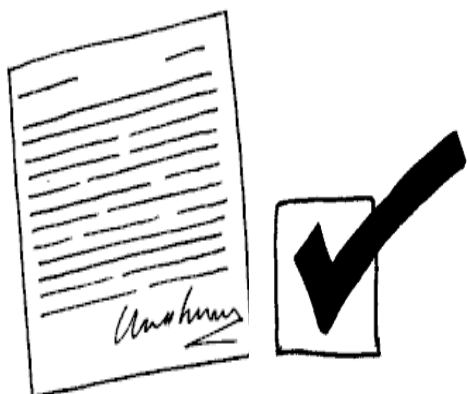


Tell the person who supports you or the manager.



Tell someone else who can complain on your behalf, like a family member, friend or advocate.

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They will tell Community Integrated Care's Support Services office.

We will let you know within 2 days that your complaint has been received.

We will also let you know the name of the person who will investigate your complaint, and how to contact them.

This will usually be someone who knows you or the place where you live.



Your complaint will be looked into fully.

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The person dealing with your complaint may come and talk to you if they need more information.



We will let you know the outcome of your complaint.



We will tell you what has been done about your concerns and how we will make things better.

Please let us know if you are still not happy. We are always looking for ways to improve our service to you.