



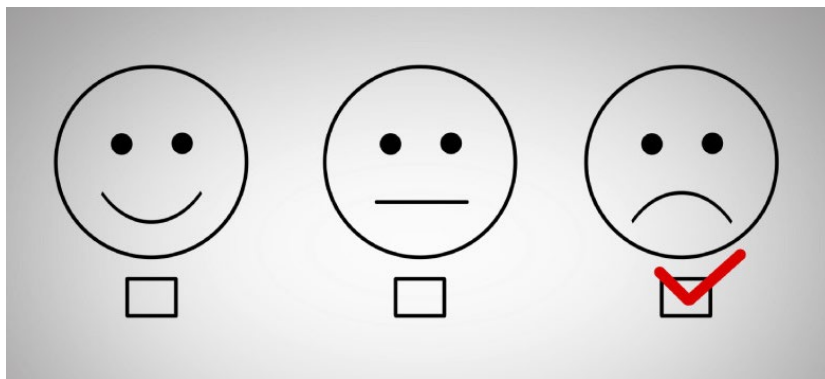
EASY READ

Complaints



What is a Complaint?

Making a complaint means speaking up about something you do not like or something you are not happy with.



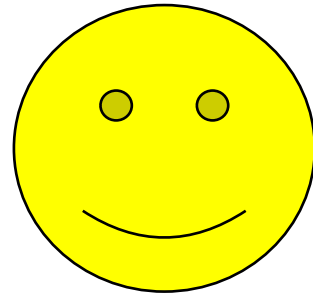
We want to make it easy for you to tell us when you are not happy about something.



We have made all the information you need to make a complaint easy to understand.

Thinking about a complaint

We want to make you happy!



It is ok to complain!



You can complain if you think one of our staff has broken the rules.



You can complain about any of our services.

Making a complaint

You can tell your care staff worker or another member of staff if you want to complain.



You can tell the **Manager** or their **Boss**.



You can ask a friend, someone from you family or an advocate or social worker to contact us

Who to complain to?



Lorraine is the Manager of the **kitchen**,
Maintenance and **Housekeeping**



Harriet is the Manager of the **Carer's** and **Nurses**



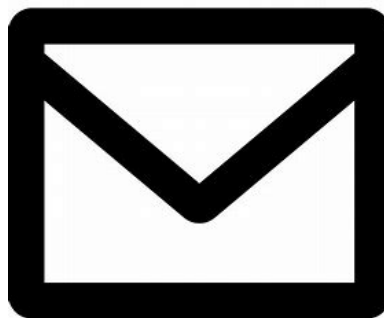
Marcin is the Registered Manager for **Everyone**

How you can complain

You can complain by sending an email.



You can complain by writing to us.



You can complain by calling us on the phone.



Our address, phone number and email address is on the back page of this booklet.

What will happen when you complain

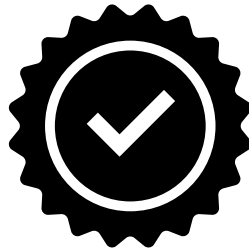
- 1. We will send you a letter within 3 days to tell you that we have got your complaint.**
- 2. One of our staff will talk to you to make things better. We want to fix your complaint as soon as possible.**
- 3. We may have to find out more information from our staff. This is called an investigation.**
- 4. We will try to fix your complaint within 28 days. If we need more time, we will tell you.**

How we will make things right

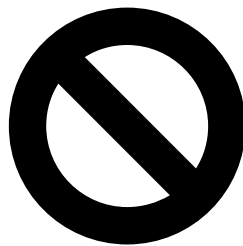
**We will tell you what we have found out
about your complaint.**



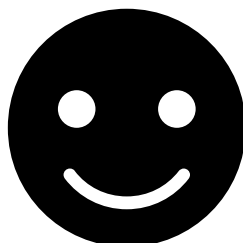
**We will tell you what we are doing to make
things better.**



**We will tell you how we stop things going
wrong again.**



**We will check that you are happy with how we
have listened to you.**



Who to contact

If you are still unhappy then you can speak to someone else. There are different people to speak to for different kinds of problems. The people you can speak to are on this page.

First complain to your Manager, your social worker or the people who pay for your support at social services their address and phone number is:

You can also complain to the Care Quality Commission. These are the people who check we are doing a good job.

They cannot look into your complaint, but it is helpful for them to know that your service is doing things properly and is safe, if not they can make things better.



You can also complain to your Local Government and



Get in touch

Marcin is the boss



His number is

01903 777546

His e-mail is

Marcin@Rustingtonhall.co.uk



Care Quality Commission (CQC)

National Correspondence

151, Buckingham Palace Road, London SW1W 9SZ

Telephone: 0300 068 3000