**How to make a complaint**

**What is a complaint?**

|  |  |
| --- | --- |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\face-sad.jpg | A complaint is when you feel unhappy about something. |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\sign-cross-box.jpg  C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\sign-tick-box.jpg | This may happen because:   * we are doing something wrong * we are not doing something that we should be doing.   It is okay for you to make a complaint. If you do:  • you will not get into  trouble  • or be treated in a bad  way  • or lose your care and  support. |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\personal-care-2.jpg | You may want to make a complaint about:   * a person * the care and support you are getting * something else. |

**Who can help me make a complaint?**

|  |  |
| --- | --- |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\advocate.jpg | * a family member * a friend * a carer * a support worker * an advocate (an advocate’s job is to stick up for what you want). |
|  |  |

**What should I do if I am unhappy?**

**Step 1:**

|  |  |
| --- | --- |
|  | Talk to us straight away and tell us what is making you unhappy. |
|  | Ask to speak to: |
| **Skipton Registered Manager** | James Elwood 01274 588990  01756 700888 |
| **Or email** | care@carersresource.org |
|  |  |

**What will happen next?**

|  |  |
| --- | --- |
|  | We will try and put things right |
|  | We will explain why things went wrong. |

**Step 2:**

|  |  |
| --- | --- |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\face-sad.jpg | If you are still unhappy, contact our Complaints Manager: *Mrs Sam Dawson* |

**You can do this by:**

|  |  |
| --- | --- |
|  | **Letter**  *Unit 15*  *Parkview Court*  *St Pauls Road*  *Shipley*  *BD18 3DZ* |
|  | **Telephone**  *01274 588990* |
| **@** | **Email**  *sdawson@carersresource.org* |

|  |  |
| --- | --- |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\face-sad.jpg | You can also let the Care Quality Commission know about it all or your Local Authority at any time. |

**CARE QUALITY COMMISSION**

|  |  |
| --- | --- |
| **You can do this by:** | **Letter**  Care Quality Commission  Citygate  Gallowgate  NE1 4PA |
|  | **Telephone**  0300 061 6161 |
| **@** | Their website is:  [www.cqc.org.uk/contactus.cfm](http://www.cqc.org.uk/contactus.cfm) |

**LOCAL AUTHORITY**

**You can do this by:**

|  |  |
| --- | --- |
|  | **Letter**  Bradford Local Authority  Britannia House  Hall Ings  Bradford  BD1 1HX |
|  | **Telephone**  01274 435400 |
|  |  |

**What we will do when you make a complaint**

|  |  |
| --- | --- |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\support-letter-2.jpg | We will let you know we have received your complaint. |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\services-taking-notes.jpg | We will contact you to talk about the problem. |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\services-listen-take-notes.jpg | We will help you to understand what is happening at every stage. |

**Help and support to make a complaint**

|  |  |
| --- | --- |
| **Contact** | Citizens Advice Bureau |
|  | **Telephone**  0344 2451282 |
| **@** |  |

**If you are not happy with what we say:**

|  |  |
| --- | --- |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\local-authority.jpg | You can talk to the Local Government Ombudsman. They look at complaints about people who provide care and support in order to make things better. |

**You can do this by:**

|  |  |
| --- | --- |
|  | **Letter**  Local Government Ombudsman  PO Box 4771  Coventry  CV4 0EH |
|  | **Telephone**  0300 061 0614 |
| **@** | **Email**  advice@lgo.org.uk |

**Our** **promise to you**

We will make sure you are treated fairly and that you get the support you need all the way through the complaint process.

|  |  |
| --- | --- |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\sign-tick-box.jpg | We will make sure that if you have complained it does not affect your future care and support. |
|  | We will be honest about when we make a mistake, will say sorry to you, explain what went wrong and put things right as quickly as we can. |
| C:\Users\gkirby\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\listening.jpg | We will listen and learn from what you say if you complain about our services. We will treat your complaint as private. |