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| **Your Right to Complain** |

* You will be provided with weekly one to one sessions with your Key worker who will regularly ask you if there is anything you are unhappy with.
* If you are unhappy with something that has happened at the home, you must let staff know. Ideally, you will feel comfortable to tell someone you trust. If not, you can tell your Advocate or Social Worker and they can pass your complaint on. If you prefer, there is a Post Box in the Home where you can post a note outlining your complaint without putting your name on it. Where a staff member is directly informed, they will offer you the opportunity to make a complaint. Complaint forms can be found around the home.
* Making a complaint is not viewed negatively; we need to hear your views so we can improve our services.
* There are different levels of complaints:
  + **Informal** – likely to be resolved by discussion between you and the staff; usually about smaller issues e.g. how the home is run.
  + **Formal**: A serious or significant complaint that will be investigated either by the Registered Manager or an independent person. Other agencies will be kept informed of what happens.
* Your social worker and advocate will also be told of any complaints you raise so they can support you as needed.
* You do not have to write your complaint down for staff to act on it.
* However, if your complaint is not resolved by discussion, the Registered Manager will write to you acknowledging your complaint and tell you what will happen next.
* Your complaint may then be investigated, and staff will let you know whether it has been upheld (found to be true) or disproved.
* You will not be in trouble for making a complaint, even if it is investigated and disproved.
* You may be asked to complete a questionnaire asking for your views on how things are run.