

EASY READ COMPLAINTS PROCEDURE

This leaflet is from
Shared Lives South West



Making a complaint or a compliment about your Shared Lives service

Are you happy or unhappy with the help you get?

If you are unhappy with the support you get from your Shared Lives service you can tell someone.



This is called making a complaint.

We would like to hear everyone's complaints so we can try and make things better for them.

If you are happy with the support you get from your Shared Lives service we would like to know.



This is called a compliment.

We would like to hear everyone's compliments so we can tell the



Shared Lives carers and the staff when they are doing something well.

We all learn from complaints and they can help us make things better.

If you complain we may need to speak to other people who know you to find out more.



If you complain, you will be treated fairly and be helped and supported to solve the problem.



If you complain we may need to speak to other people who know you to find out more.

Your complaint or your compliment may be about...

Where you live



The Shared Lives South West Carer who helps you



How you spend your time or what you do



The coordinator who visits you from Shared Lives South West



How we write to you or explain things



Anything else....





How do I complain?



The first thing you need to do is to talk to your Shared Lives carer.

They will try to help you sort out the problem.



You can also talk to the Shared Lives co-ordinator and they will help you sort out the problem.

If you are still unhappy



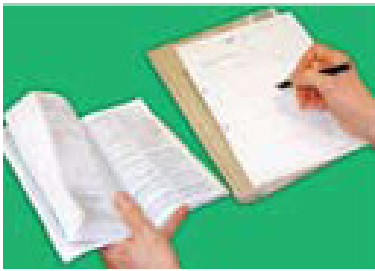
You can fill in the form called From Me at the back, tear it out and send it to Shared Lives South West in the envelope provided.



Or you can speak to us.
We will listen to your problem
Our phone number is

Devon: 01626 360170
Cornwall: 01209 891888
Somerset: 01460 477980

What happens next – a complaint



We will try to make things better. We use something called a complaints procedure to help us do that



To do this someone will come and talk to you.

This person may ask other people some questions.



They will send you a letter with an answer. They might want to talk to you again.



If you are still unhappy you can ask for your complaint to be looked at again.

Can someone help me make my complaint?



You may like someone you trust to help you speak up.

The person helping you is called an advocate.



They can help you fill in the complaint form or write letters.

They can go to meetings with you.

How can I get an advocate?



You can ask Shared Lives South West to find someone to help you.

You can phone us on:

Devon: 01626 360170

Cornwall: 01209 891888

Somerset: 01460 477980