

June 2023



Complaints and Compliments Policy



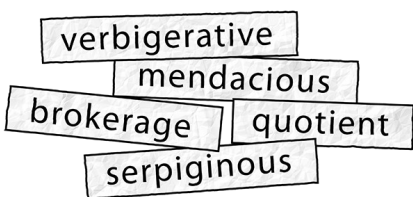
Complaints and Compliments Policy



This policy is about complaints, compliments and feedback.



You can ask for support to read this document.



The hard words are in **pink**. There is a list of hard words and what they mean on the last page.

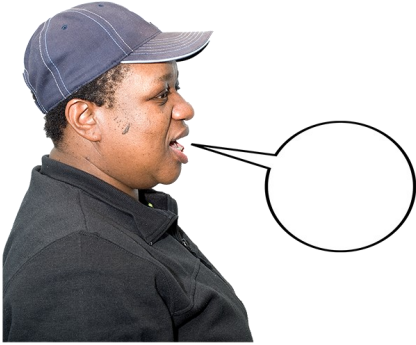


You can ask for this document in a different format or language.

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Complaints, Compliments and Feedback



Your opinion is important.



You can make a **complaint** when you have a problem.



You can give a **compliment** when you are happy with your support.



You can give us **feedback** to tell us your ideas on how we can do things better.

Our Promise To You



When you make a complaint we will...

- Take you seriously
- Treat you fairly



- Keep your complaint **confidential**
This means we won't tell anyone about it.



- Ask the right person to look at your complaint
- Look at all the facts



- Keep you updated
- Communicate in your preferred format

How to Make a Complaint



Tell your staff you want to make a complaint about a problem.

Staff will write down your complaint and talk to you about how to solve your problem.



Usually staff at your service can solve your complaint.



If you find it hard to explain your complaint, you can ask for help.

You can ask:

- Your friend
- Your family
- Your Social Worker
- A trusted staff member
- An advocate



How to Make a Complaint



Sometimes staff can't solve your problem.

When staff can't solve the problem, your complaint will become an **official complaint**.

There are 2 stages when you make an **official complaint**.

How to Make a Complaint

Stage 1



Helene Orchard is in charge of Customer Care

You can tell Helene about your complaint in different ways.



Talk on the phone, call **0161 236 0829**



Write an email to
customer.care@creativesupport.co.uk

Complete the web form on our website:
creativesupport.co.uk/customer-care/



Post a letter to
**Customer Care,
Creative Support,
131 Wellington Road,
Stockport,
SK1 3TS**

If Helene is not available you can talk to Reception.

How to Make a Complaint

Stage 1



After you have given your complaint to Helene, she will think about what to do next.



You might have to wait up to 20 working days before you get a response.



Helene will respond and help to find a solution to your complaint.

Hopefully you can solve your problem together.



Sometimes the solution doesn't help with your complaint.

If you are not happy with the response from Helene, you can go to Stage 2.

How to Make a Complaint

Stage 2



If you didn't find a good solution to your complaint you can ask us to have another look.

Tell Helene why you are still unhappy.



Talk on the phone, call **0161 236 0829**



Write an email to
customer.care@creativesupport.co.uk



Complete the web form on our website:
creativesupport.co.uk/customer-care/



Post a letter to
**Customer Care,
Creative Support,
131 Wellington Road,
Stockport,
SK1 3TS**

How to Make a Complaint

Stage 2



After you have given your complaint to Helene, she will think about what to do next.



You might have to wait up to 20 working days before you get a response.



Helene will respond and help to find a solution to your complaint.



Hopefully you can solve your problem together.

Who We Are

Customer Care team



Helene Orchard is the Customer Care Lead.

Tell her if you have a complaint.

Her email address is

customer.care@creativesupport.co.uk



Natasha Ahmed is the Safeguarding Lead.

You might speak to Natasha if you are still unhappy after your Stage 1 complaint.

Reception Duty Desk team



The Duty team work in Reception.

They are available all the time to talk on the phone.

You can call them on **0161 236 0829**.

Who Else Can Help?



Sometimes you might still be unhappy with our response after Stage 1 and Stage 2.



If you are still unhappy you can make a complaint to the **Local Government Ombudsman**.

The **Local Government Ombudsman** is someone from your council who will help you with complaints.



You can write your complaint on their website form:

<https://complaints.lgo.org.uk/complaint-form/>



Talk on the phone, call **0300 061 0614**



Post a letter to:

**Local Government & Social Care
Ombudsman
PO Box 4771
Coventry
CV4 0EH**

Complaints, Compliments and Feedback Form

You can write your complaints, compliments or other feedback in the box on the next page.



You can ask staff to support you with this form.

When you have finished you can:



- give this form to your staff.
Your staff will send your form to Helene.



- post this form to Helene:
Customer Care
131 Wellington Road
Stockport SK1 3TS

Complaints, Compliments and Feedback Form

Your name:

Your address:

Your phone number:

Your feedback:

Hard Words

Confidential

This means we won't tell anyone about your complaint.

Official Complaint

This means your complaint has been written down and we will keep it at the office.

Local Government Ombudsman

The Ombudsman is a person at your local council who is in charge of helping people who receive care and support.

They are in charge of making sure everyone receives good care and support, and will help to solve any problems.



Some of the photos in this document are from the Photosymbols website.

