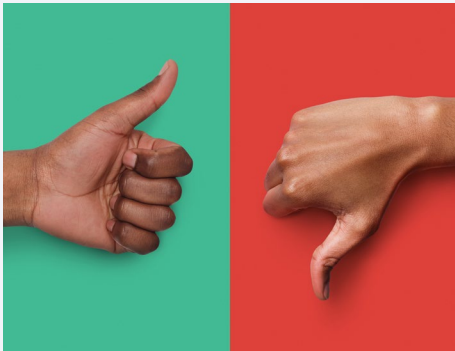


Concerns & Complaints: **our promises to you**



Easy-read information booklet

Concerns and Complaints: our promises to you



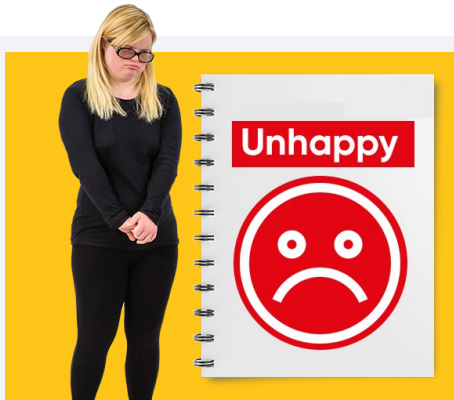
At Leading Lives, we welcome everyone's feedback and comments, good or bad.



This includes concerns and complaints.



When a complaint is being made, it is important that we work together to resolve it.



A complaint is when you are not happy about something.



An example of a complaint could be:

a carer not turning up when they are supposed to.



Sometimes making a complaint can feel scary.

But we will always listen to you.



We want you to speak up.



Telling us about a concern or making a complaint will not affect your care and support.



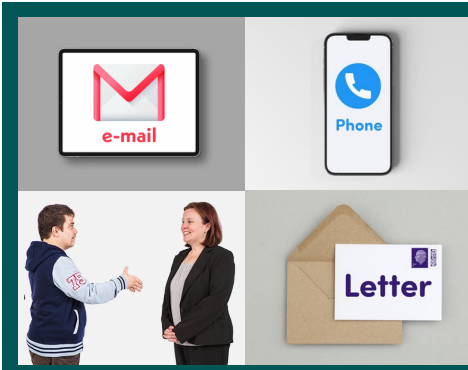
Our promises to you:



We will make our information and complaints process easy to understand.



There are lots of different ways you can contact us and make a complaint.



You can email us, phone us, talk to us face to face or write us a letter.



We will make our information accessible to you.



We will ask you how you want to communicate and if you want to receive information in easy read (or in an another accessible format).



This could be by phone call, face to face, text, or email or through someone else.

For example, an advocate.

Support



We can support you to do this.

QUICKLY!



We promise to give you an answer to your complaint as quickly as we can.



After we have answered your complaint, we will ask you what you would like to happen next.

My
Complaint



We will look into your complaint openly and fairly.

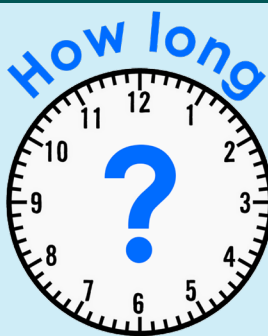
clear

simple

We will use clear and simple language.



We will keep telling you about what is happening with your complaint.



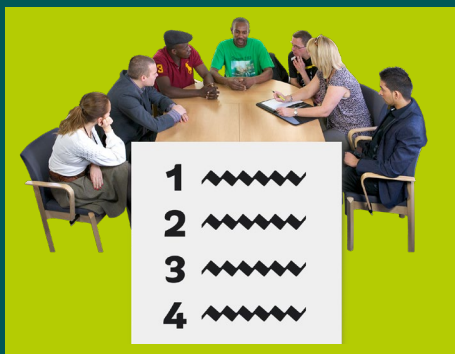
We will agree on how long things will take.



We will choose someone in our team to talk with you throughout the complaint process.



We will listen to you carefully to understand the reason for your concern or complaint.



As a team, we will discuss your complaint seriously.



We will accept when something has not gone well and we will apologise.



We will learn from what did not go well.

Improvements



We will make changes to improve things in the future.



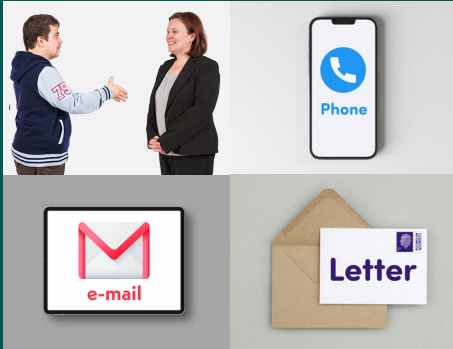
When we have done this, we will explain what happens next.



Whatever the outcome or decision is, we will share it with you.



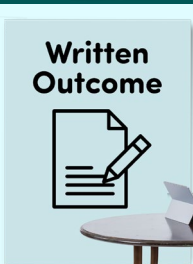
We will share this in a way that you prefer.



This could be face to face or a phone call, an email, or a letter.



We will agree any follow up actions with you.



We will always write to you about what has happened with your concern or complaint.

The information in this leaflet was adapted from an original written by Leading Lives.

This easy-read version has been created with the help of the people below who use easy-read materials themselves.



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