



Easy Read Complaints and Compliments Policy



Introduction



Complaints

If you are unhappy with the service you receive from Creative Support we want you to tell us.

Sometimes you can solve your problem by just speaking to a member of staff or you can speak to a staff member at Head Office.



Compliments

We like to know when we have done something well. This is called giving us a compliment.

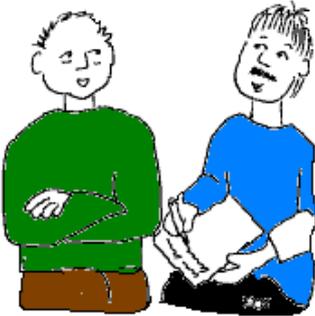


Suggestions

We want to know if you have a good idea about how we can improve Creative Support services.

opportunity, choice and wellbeing

Making a complaint



Firstly talk to a member of staff and they will be able to help solve your problem. If you feel you cannot talk to the staff at the service or you are still unhappy then you can go to Stage 1.



STAGE 1

If you feel your complaint has not been resolved, contact the Complaints Team at Head Office in Stockport.



STAGE 2

If you still feel your complaint has not been resolved, your complaint will be allocated to a Senior Manager to review who may need to investigate again.



STAGE 3

Contact Lorraine Gainsborough, PA to The Board Of Trustees as they may need to review your complaint if you feel it has still not been resolved.

Head Office Complaints Contact Information



Telephone: 0161 236 0829

Ask to speak to a member of the
Complaints Team



You can send a complaint through our
webform on our website at:

www.creativesupport.co.uk

or email

customer.care@creativesupport.co.uk



Write to:

Creative Support

Complaints Department

Wellington House

131 Wellington Road South

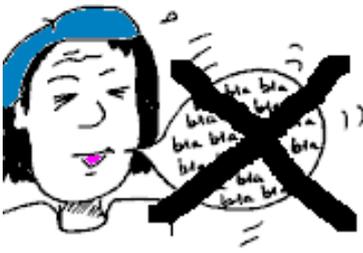
Stockport

SK1 3TS

When you make a complaint we will:



Take your complaint seriously and treat you fairly.



Keep your complaint private.



Keep you updated about your complaint.



Respond to the complaint the way you prefer for example, email, letter or phone.

Who can help you make a complaint?



You can ask anyone to help with your complaint at any stage, this could be

- Your Support Worker
- A friend
- A member of your family
- Social worker
- An Advocate

An advocate is someone who can speak for you if you want some help.



We can help you to find specialist support to help with your complaint.

Stage 1

To make a complaint:



Speak to your Support Worker or a manager. Or you can contact **The Complaints Team** at Creative Support Head Office who will ask a Senior Manager to look into your complaint.



We will talk to you about how long your complaint will take to solve and we will send you a response.

Unhappy



If you feel your complaint has not been resolved we can explain how you can go to Stage 2.

Stage 2

If you are still unhappy:



If you feel your complaint has not been looked at properly and think another Senior Manager should look into it again, contact the **Complaints Team** at Head Office who will help.

You have 14 days to do this.



Jackie Nixon, Director of Safeguarding & Customer Experience may also be able to help.

The Senior Manager looking at your complaint will make a decision about what to do and may contact you for more information.



If you feel this response still hasn't resolved your complaint we can explain how to go to Stage 3.

Stage 3

If you are still unhappy:



You can contact Lorraine Gainsborough, PA to The Board of Trustees at our Head Office who will help with your complaint at Stage 3.



The Board of Trustees will look at why you are still unhappy with your complaint and may be able to help you.



They may ask to meet you or ask for more information before they look into your complaint.



If The Board decide to look into your complaint they will respond in 28 days.

Their decision is final but you can complain outside of Creative Support.

Who else can help with your complaint?

LGO



If you are still unhappy with the response from Creative Support you can contact the **Local Government Ombudsman** who are a team of people who can look into complaints about councils and other people giving social care services for adults.

Phone: 0300 061 0614

Text 'call back' to: 0762 481 1595

Website: www.lgo.org.uk

Write to: The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

If you feel unable to contact Creative Support about your complaint you can also speak to your Care Manager through the Local Authority.

You can also talk to your Care Quality Commission Office (CQC)

Phone: 03000 616161

Email: enquiries@cqc.org.uk

Write to: CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne



Compliments



If you want to tell us that we have done something well you can tell a staff member, manager or Head Office.

You can do this by:

- Speaking to staff
- Writing a letter
- Sending an email
- Completing the webform at www.creativesupport.co.uk



If you need an audio version of this guide or need it in another language contact The Complaints Officer at Head Office.

Suggestions



If you have a good idea about how to improve our service we want you to tell us.

You can use the Suggestions Book or box at your service or local office.



We will give you feedback on whether we can put your suggestions into practice.

Service users and staff will work together to decide how the suggestions book or box is used.

Consultation undertaken with services users
on.....

Signed by..... (service user)



Complaints Form

Please tell us about your complaint or anything about your service you are unhappy with:

Name.....

Date.....

You can give this form to a local member of staff or send it to the Complaints Team at Head Office:

Creative Support, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS



Compliments

Please tell us about what has made you happy:

Name.....

Date.....

You can give this form to a local member of staff or send it to the Complaints Team at Head Office:

Creative Support, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS



Suggestions Form

Please tell us about your ideas and suggestions:

Name.....

Date.....

You can give this form to a local member of staff or send it to the Complaints Team at Head Office:

Creative Support, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS



Creative Support
Wellington House
131 Wellington Road South
Stockport
SK1 3TS
Tel: 0161 2360829

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