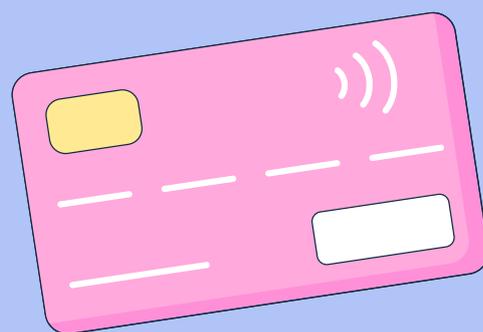


# Reporting Your Finance Concerns



Are you happy with  
how your money is  
being managed?  
We're here to help.



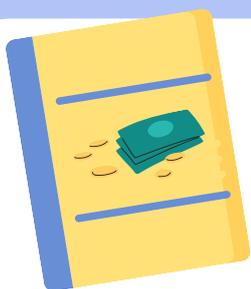
# Managing Your Money

Some people need support with managing their money.

For example, with storing money in a secure place, or making sure utility bills are paid on time.

This support may be provided by Creative Support staff members, a family member, or a financial appointee.

**If you have any concerns** about how someone is managing your money, **you can speak to someone about it.**



This booklet aims to help you report your concerns.

# It's Your Choice

Remember, **it is your choice** whether you would like to discuss your money or concerns with anyone else.



It's important that you feel **comfortable** when discussing your concerns.

You should **never feel pressured** to talk about your money.

You **don't need to have evidence** to report your concerns.

You can share if something **just doesn't feel right** with how someone is supporting you with your money.

Creative Support staff are here to support you with anything you need.

# 1 WHAT?

What can I do if I am not happy with how I am being supported with my money?

You can talk to someone you **trust**.

This could be a Creative Support staff member, a friend, or a family member.



Creative Support staff will investigate your concerns in a **discreet and respectful manner**.

You can stay **anonymous** if this makes you feel more comfortable.



It is **not** a good idea to speak directly to the person who you think is not managing your money correctly.

Here are some questions you might want to ask yourself before you speak to someone about your money:

Would I like more/less control of my money?

How do I feel about my financial situation?

What do I find helpful/unhelpful?

Who do I want to speak to about my money?

Am I behind on any payments/bills?

Do I want anything to change?

Remember, there's no right or wrong questions to ask when talking about your money!

## 2

# WHERE?

Where can I share my concerns?

You can speak to a Creative Support staff member or call the police on 999 if it is an emergency.

If you have concerns about a Creative Support staff member, you can speak to a **different staff member that you trust**.

You can also reach out to our Head Office and speak to our **Customer Care team**.

They are available to support you with any concerns you may have.



It is **your choice** how you would like to share your concerns and Creative Support staff will respect your decision.

# 3

## HOW?

How can I share my concerns?

You can share your concerns by:



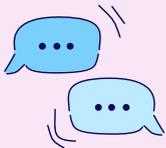
Speaking to someone over the phone



Sending an email



Writing a letter



Speaking to someone in-person

Creative Support staff can support you to access a computer, post office or telephone if you need it to speak to someone.



When it comes to managing your money, it is important that you feel comfortable and in control. Find contact details on the next page if you'd like some support.

# Contact Details

## Head Office Customer Care Team

**Email:** Customer.Care@creativesupport.co.uk

**Phone:** 0161 236 0829 (ask to speak to the Customer Care team)

**Post:** Wellington House, 131 Wellington Road South, Stockport, Manchester, SK1 3TS

## Out of Hours

**Phone:** 0161 236 0829 (someone is available 24 hours of the day, 7 days a week)

## Police

**Phone:** 101 for non-emergencies and 999 for emergencies

**Website:** [www.police.uk](http://www.police.uk)

