

	<p>Your rights</p> <p>You have the right to complain at any time. You will be treated with respect. Your complaint will be kept private. Complaining will not affect your support.</p>
	<p>What a complaint is</p> <p>A complaint is when you tell us you are unhappy. This might be because:</p> <ul style="list-style-type: none"> • You were treated unfairly. • Something was not safe. • Staff did not listen. • You did not get the support you expected.
	<p>How you can complain</p> <p>You can complain in the way that is easiest for you:</p> <ul style="list-style-type: none"> • Talk to a staff member. • Talk to a manager. • Write a letter or email. • Ask someone you trust to speak for you. • Use an advocate. <p>We can help you find support if you need it.</p>
	<p>What happens next</p> <ol style="list-style-type: none"> 1. We listen and write down what you tell us. 2. We look into what happened. 3. We explain what we found. 4. We fix things if something went wrong.
	<p>How long it takes</p> <ul style="list-style-type: none"> • We will say we got your complaint within 2 working days. • We will give you a full reply within 14 working days. • If it takes longer, we will tell you why.
	<p>If you are still unhappy</p> <ul style="list-style-type: none"> • You can ask for a review by a senior manager. • You can get help from an advocate. • You can ask the Local Government and Social Care Ombudsman to look at your complaint

If at any time you feel these rights are not being protected and you want to complain to someone - this is what you should do.

- **Tell your Support Worker** - They will try to sort out any problems you may have straight away
- **Tell the Manager** - if your complaint is with your support worker, or your support worker doesn't act quickly enough to sort out your complaint.
- **Tell the Service Manager** - Marie Cope on 0115 9856000 or at marie.cope@jrhsupport.co.uk if you don't feel the manager has acted quickly enough to sort out your complaint.
- **Tell the General Manager** - Hayley Knight on 0115 9856000 or at hayley.knight@jrhsupport.co.uk if you prefer to.
- **Tell your Social Worker**
- **Tell the Ombudsman** - 0300 061 0614
- **Tell the Care Quality Commission (CQC)**

Care Quality Commission
East Midlands Region
Citygare
Gallowgate
Newcastle-Upon-Tyne
NE1 4PA
Tel: 0300 061 6161

You do not have to follow this order, please feel free to tell anyone you feel comfortable to talk to.