

# EASY READ

## How to complain about a service



It is important that you are happy at Burton Street.

.....



It is ok to talk about things that make you worried, nervous or scared.

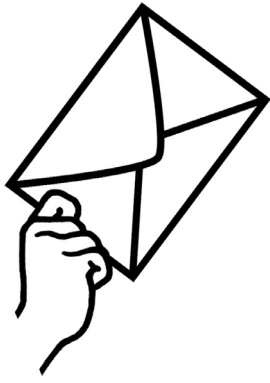


**Are you unhappy with something at Burton Street?**

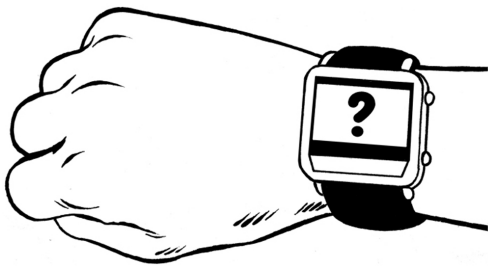
Tell us you are unhappy. We will always listen carefully. You can tell any staff member who supports you.



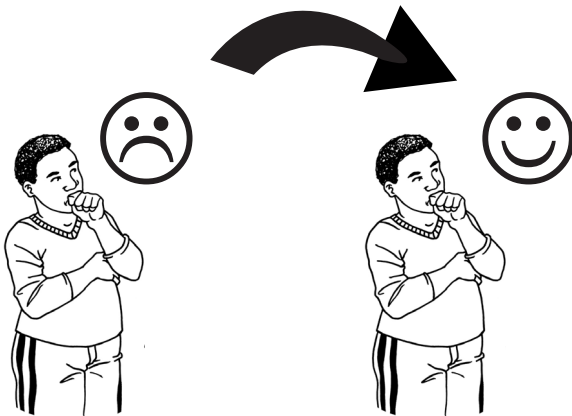
You can get somebody else to tell us if you prefer.



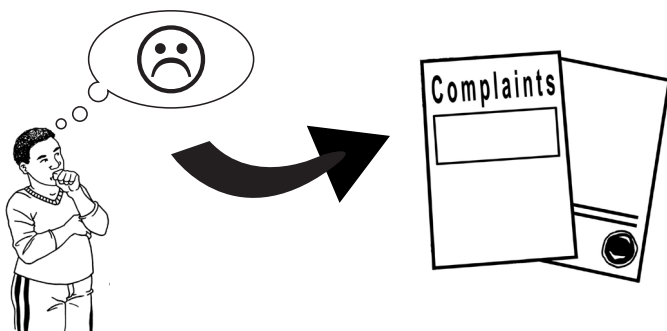
Once you have complained you will get a letter from Burton Street. This will happen within 7 days.



You will hear how long it will take to look into your complaint.



You will hear how they plan to sort out the problem.



If you are still unhappy with the way your complaint has been dealt with you can make a formal complaint.



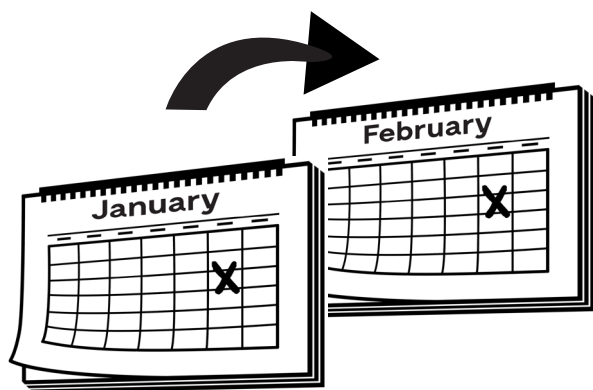
The manager will meet with you to talk about your complaint.



The manager will think about how to deal with your complaint.



Together you will discuss what Burton Street can do to make things right for you.

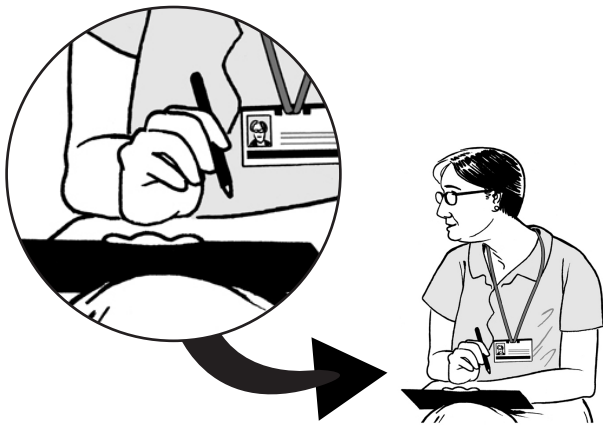


A decision will be made within 1 month of the meeting.



You and the manager will agree

1. What needs to happen.
2. When things need to happen.

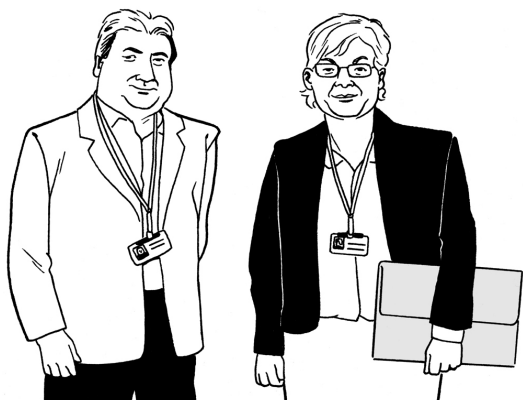


What you discuss will be written down and kept safe. If your complaint needs to be looked into, Burton Street will do this.

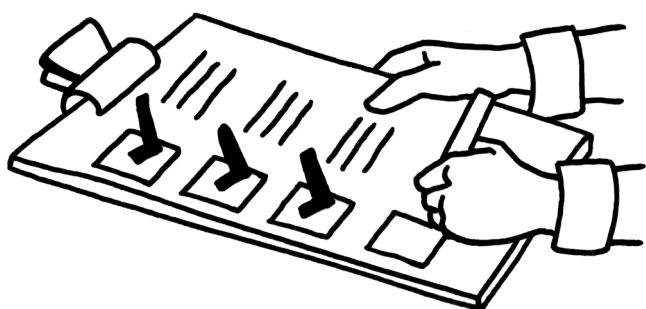


If you are complaining about a person, Burton Street might need to tell them. You will be supported if this happens.





If the complaint is very serious, Burton Street might have to tell the Adult Safeguarding Team.



Burton Street will follow the local safeguarding procedure. This means they have to follow rules.



If you are too nervous or scared to tell Burton Street about your complaint you can get somebody else to do it for you.



This person is called an Advocate. They will listen to you and speak for you if you need it.



If you are still not happy with the way Burton Street has dealt with your complaint you should contact the Board of Trustees.

.....



You can ask a manager how to do this.