



# Complaints

## Service User Handbook



# “I am not happy”



We want you to tell us  
when you have a problem.



This book tells you how to  
make a complaint.  
Complaints are telling when  
you have a problem.



This book tells you about  
your rights.



This book tells you about  
personal safety and how to  
get help when you are afraid  
or upset.



# Chapter 1

## Complaints are telling when you have a problem



A complaint is when you give out about something.



A complaint is when you have a problem.



Some people have complaints about transport.



Some people have complaints about clothes.



Some people have complaints about staff.



Some people have complaints because they do not have privacy.



Some people have complaints about not being able to go out when they want to.



Some people have complaints about food.



Some people have complaints because they are not listened to.



Some people have complaints because they do not have choices.



Your problem might make you feel sad.



Your problem might make you feel worried or afraid.



Your problem might make you  
feel angry.



Your problem might make you  
feel bored.



# Chapter 2

## What to do when you are not happy





When you have a problem, you can tell someone you trust. That person will help you make a complaint.



You can complain to a staff member, your keyworker, someone in your family, a friend.



They will listen to your complaint.



They will help you tell the manager about your complaint.



# Chapter 3

## What happens next?



The manager will make a plan with you and will try to make things better.



The manager will talk to you about other people who need to know what is happening.



Some problems take a long time to fix.



Sometimes a lot of people are needed to help solve the problem.



If your problem is not solved at this stage, you can talk to your manager who is your local complaints officer.



It is the local complaints officers job to investigate your complaint and to try to solve it, if they can.



# Chapter 4

Personal safety and how to  
get help when you are  
afraid.



You can complain if someone hurts you or makes you upset.



You can complain if someone shouts at you.



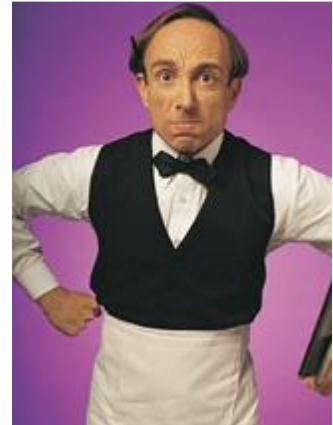
You can complain if someone does not take good care of you.



You can complain if people touch you and you don't like it.



The person who upsets you might be someone you work or live with.



The person who upsets you might be staff.



The person who upsets you might be family.



The person who upsets you might be a friend.



The person who upsets you  
might be a neighbour.



The person who upsets you  
might be someone you do not  
know.





# Chapter 5

Why it is important to tell  
us when you are not  
happy.



Complaints tell us when we get things wrong.



Complaint tell us how to make things right.



Complaints help to make things better for everyone

