



What is a complaint



MacIntyre
Providing support...your way



A complaint is when you are unhappy about something and want to tell someone to make it better



You will **not** get into trouble if you make a complaint



Please tell us if you are angry or unhappy about something



We will try to make things better for you





You can make a complaint about lots of different things

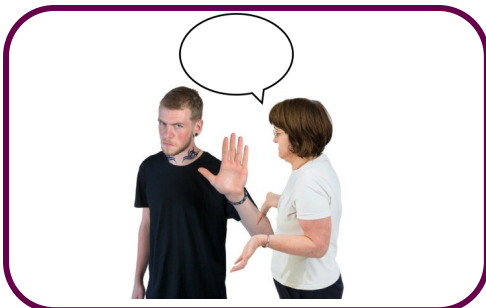
Like



- If someone takes or breaks something of yours



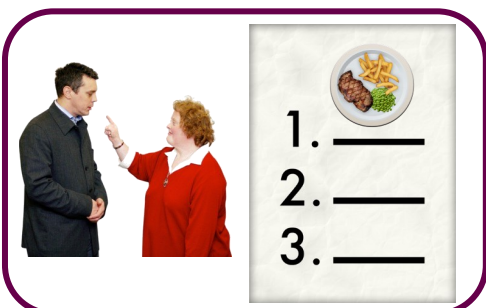
- If someone
 - shouts at you
 - bosses you around
 - bullies you



- If someone does not listen to you



- If someone hurts you or upsets you



There could be other things you want to make a complaint about



How to make a complaint



If you are **not** happy about something try to talk about it with staff first



You can choose someone to speak up for you when you want to make a complaint



Staff can support you to fill out a complaints form



This form will go to the Manager or Area Manager



The Manager will tell you

- what will happen
- when it will happen



The Manager will write this down for you



After you make a complaint you may believe that things are **not** better

You may want to appeal

Appeal means you can try again



Your staff can support you to make an appeal



You can tell the Care Quality Commission (CQC) about your complaint in England or Care Inspectorate Wales (CIW) in Wales

The CQC and CIW check that you have good and safe support



Anyone can help you to tell the CQC or CIW



There are more people you can tell about your complaint

You can ask your staff about this



MacIntyre wants you to be happy



If you are not happy please tell us