

Easy Read Complaints Procedure

A complaint means telling us about something you are not happy with	
You might be unhappy about: • the support you get • how staff speak to you • not being listened to • your home or activities • your food • your money • feeling unsafe • anything else that worries you	
It is okay to complain	
We will listen to you	
If we know what isn't going well, we can work on this to make things better	

You can complain by yourself

Or you can ask someone to help you

This could be:

- a family member
- a friend
- a support worker
- someone you trust
- an advocate



If you have a complaint, you can tell us by:

- speaking to a staff member
- phoning us
- sending an email
- writing a letter
- fill in a complaints form (online)
- ask someone else to tell us for you



You can also use pictures, symbols, or recordings if this helps you

You can speak to:

Name: Martin Malloch

Job: Registered Manager

Phone: 0117 992 2018

Email: mmalloch@newdirectionsupport.com

Address: Argentum House, 510 Bristol Business Park, Coldharbour Lane, Bristol, BS16 1EJ



If your complaint is about Martin, you can speak to:

Name: Tracey Underwood

Job: Company Director

Phone: 01752 547252

Email: tracey@newdirectionsupport.com



We listen

We will listen to what you say

We may ask you questions so we understand what happened

We will ask what you would like to happen next



We write it down

We will write down your complaint

We will check with you that we have got it right

You can ask for a copy



We tell you we have got your complaint

We will tell you we have received your complaint.

We will do this within **3 working days**

Working days are Monday to Friday, not weekends or bank holidays



We look into your complaint

A manager will look into what happened.

They may:

- speak to you
- speak to staff
- look at records
- speak to other people involved

We will only share your information with people who need to know



We tell you what we found

We will tell you what we found.

We will try to do this **within 28 days**

If we need more time, we will tell you why

We will tell you when you will get an answer

We will tell you:

- what we looked at
- what we found
- if we made a mistake
- what we will do to put things right
- what will happen next
- what you can do if you are still unhappy

We can give you the answer in easy read

We can also talk it through with you



If we got something wrong, we will say sorry.

We will try to put things right.

This might mean:

- changing how we support you
- giving staff more training
- changing a rule or plan
- helping you feel safe again
- making sure the same thing does not happen again



If you are still unhappy, you can ask us to look at your complaint again.

You can also contact someone outside our organisation.

This could be:



Bristol City Council

Phone: 0117 922 2700



Care Quality Commission

Phone: 03000 616161

The CQC checks health and social care services in England

CQC does not usually investigate individual complaints, but they use information to check if services are safe



Local Government and Social Care Ombudsman

Phone: 0300 061 0614

The Ombudsman is independent

They look at complaints about councils and adult social care providers, including care homes and home care agencies

Local Government &
Social Care
OMBUDSMAN

If you feel unsafe

Tell someone straight away if you feel unsafe.

You can tell:

- staff
- a manager
- your social worker
- your family
- an advocate
- the police, if there is danger now



In an emergency, call **999**.



We will not treat you badly because you complained

Your support will not stop because you complained

We want people to speak up

Complaints help us make our service better

