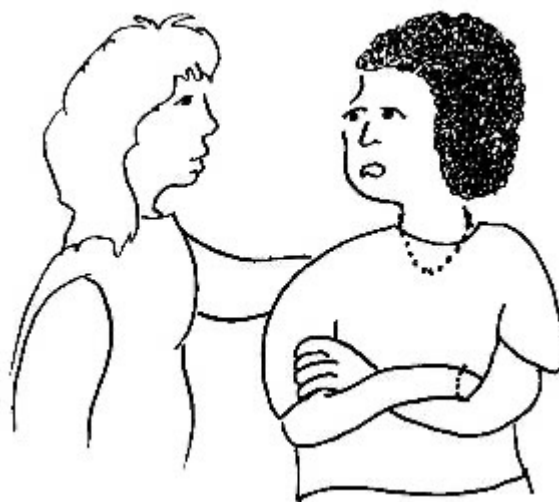


How to report concerns or complaints

A guide for Service Users



Welcome to the CHADD user guide about how to make a complaint

What date did you receive this guide?	
What date did you read this guide?	

Did anyone help you read this guide? If so, who was it?

What is a complaint?



A complaint is when you feel unhappy about a service and you want a response from us. You may be unhappy because:

- We do something in the wrong way
- We do something that should not have been done.
- We do not do something that should have been done.


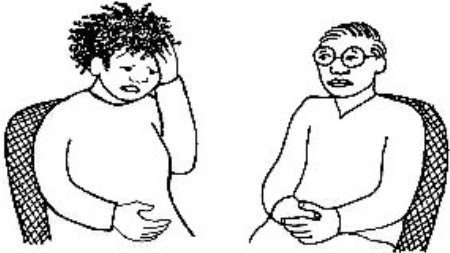
We welcome complaints and we want people to tell us if they are unhappy – they help us improve our services.

What we will do



Make sure we understand what the problem is. Let you know we have received your complaint.

When you make a complaint we will:
Deal with your complaint as quickly as we can. Let you know what we have found. We can support you to understand what is happening at each stage. We will involve you, where possible, in decisions about how your complaint is handled

<p>Our promise to you</p> 	<p>You will be treated fairly and receive support throughout the complaint. Making a complaint will not affect the support you receive. When mistakes happen we will acknowledge them, apologise, explain what went wrong and put things right. We will listen and learn from what you say if you complain about services</p>
<p>Who can you ask to help you with a problem or a complaint?</p> 	<p>You can ask anyone you like or want: An advocate, social worker or care manager At all stages you can ask anyone to help you with a complaint. You can also ask for help from the Citizens Advice Bureau or any other helpful agency. Family or Friends A member of staff You can also talk to your Care Quality Commission Office(CQC) – Your Support Worker will provide you with the information for the CQC</p>

This is what to do if you are unhappy about things or things we do for you.

Tell us straight away so that together we can sort it out.



If you are not happy you can follow the steps below

<p>Step 1</p>	<p>You can talk to the Head of Service - Jean Reid or Suki Kaur 01384 456465</p>
<p>Step 2</p>	<p>If you are still unhappy you can talk to the Chief Executive. The Chief Executives name is – Anna Walsh.</p>
<p>Step 3</p>	<p>If your problem is not solved then you can appeal to the Chairman of the Association for review by the Board of Management of CHADD. This should be addressed to The Chairman and sent to 48-50 Hall Street, Dudley, DY2 7DT.</p>