

# **Compliments, Comments and Complaints**

## **Easy Read Guide**

# Introduction

## Complaints

If you are unhappy with the service you receive from Supportability we want you to tell us.

We take complaints seriously and your complaint is important to us.

Sometimes you can solve your problem by just speaking to a member of staff.



## Compliments

We like to know when we have done something well. This is called giving us a compliment.



## Suggestions

We want to know if you have a good idea about how we can improve Supportability's services.



# Making a complaint

There are usually 2 stages when making a complaint.

## Informal Complaints

**Speak to a Manager.** This will make sure anything you're unhappy about can be dealt with without needing to go to stage 1.

Informal complaints can often be dealt with quickly and easily.

If you are still unhappy then you can go to stage 1.



## Formal Complaints: Stage 1

You can write a letter to the Manager of your service about the complaint within 5 weekdays. We can help you write the letter if you need it.

We will contact you within 5 weekdays to let you know we have read it.

We will reply to your letter within 15 weekdays.

We will keep a record of the written complaint and what happens.



## Formal Complaints: Stage 2

If you're still not happy, you can write a letter to a Senior Manager to who may need to investigate again. This is called an appeal.



We will contact you within 5 weekdays of reading your letter to let you know we have read it.

We will reply to your letter within 15 weekdays. We will let you know what we will do to resolve the appeal, or if we need more time.

## Formal Complaints: Stage 3

If you are still unhappy, you can write to the Deputy Chief Executive, Mary Stanley. This is the last stage of the process.



Mary will look at what happened in Stage 2. She will then write to you to let you know the outcome within 15 weekdays.

Mary's decision is final, but she may want to hold a meeting if she thinks the complaint is about something important. This is called a complaint hearing.



She will then look at the information at the meeting, and make a decision on what happens.

# When you make a complaint we will:



Meet with you about your complaint.



Take your complaint seriously and treat you fairly.



Keep your complaint private.



Respond to the complaint the way you prefer for example, email, letter or phone.



Keep you updated and tell you about what has been decided within 15 weekdays.

# Supportability Complaints Contact Information



Telephone: 0161 432 1248



You can send a complaint through our webform on our website at:

[www.supportability.org.uk](http://www.supportability.org.uk)

or email

[enquiries@supportability.org.uk](mailto:enquiries@supportability.org.uk).

Write to:



Supportability  
Granville House  
20 Parsonage Road  
Heaton Moor  
Stockport  
SK4 4JZ

# Who can help you make a complaint?

You can ask anyone to help with your complaint at any stage, this could be:

- Your Support Worker
- A friend
- A member of your family
- Social worker
- An Advocate - someone who can speak for you if you want some help.
- Supportability can tell you which other organisations can help you



We can help you to find specialist support to help with your complaint.

# Who else can help you with a complaint?

If you are still unhappy with the response from Supportability you can contact the Local Government Ombudsman.

They are a team of people who can look into complaints about councils and other people giving social care services for adults.

Phone: 0300 061 0614

Text 'call back' to: 0762 481 1595

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Write to: The Local Government Ombudsman  
PO Box 4771 Coventry CV4 0EH

If you feel unable to contact Supportability about your complaint you can also speak to your Care Manager through the local authority.

You can also talk to your Care Quality Commission Office (CQC)

Phone: 03000 616161

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Write to: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

Local Government &  
Social Care  
**OMBUDSMAN**



# Compliments



If you want to tell us that we have done something well you can tell a staff member or Manager. You can do this by:

- Speaking to staff
- Writing a letter
- Sending an email
- Completing the webform at [www.supportability.org.uk](http://www.supportability.org.uk).

# Suggestions



If you have a good idea about how to improve our service we want you to tell us.

You can use the webform, email us or fill in the form in this document.

We will give you feedback on whether we can put your suggestions into practice.



# Complaints form

**Please tell us about your complaint or anything about your service you are unhappy with:**

**Name..... Date.....**

**You can give this form to a member of staff or send it to:  
Supportability, Granville House, 20 Parsonage Road  
Heaton Moor, Stockport SK4 4JZ**



# Compliments

Please tell us what has made you happy:

Name..... Date.....

You can give this form to a member of staff or send it to:  
Supportability, Granville House, 20 Parsonage Road  
Heaton Moor, Stockport SK4 4JZ



# Suggestions

Please tell us about your ideas and suggestions:

Name..... Date.....

You can give this form to a member of staff or send it to:  
Supportability, Granville House, 20 Parsonage Road  
Heaton Moor, Stockport SK4 4JZ