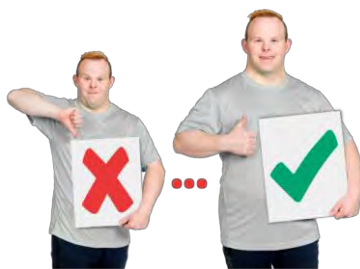


Christies Care Complaints Policy – Easy to Read Version

- Making a complaint means speaking up about something you do not like or something you are not happy with



- Making a complaint can be a way of making things change for the better

- Remember, it is ok to complain, we need to know what is wrong with our services so that we can try to make it better



- You can contact us in person, by phone or in writing

What happens if I make a complaint?

- We will take the complaint very seriously



- We will make sure we understand what the problem is



- We will deal with your complaint as quickly as we can



- We will help you get support to make your complaint if you want us to



When we deal with your complaint, we will always follow Christies Care rules about things like:

- **Equal opportunities – this means not treating people badly because of something that is different about them**



- **Confidentiality (Information for the people who need to know)**



- **We will tell you what we are going to do about your complaint in no more than 28 days after you have made your complaint**



What to do (The Procedure)

You should talk to someone you know and trust. This could be your carer, a family member or a friend. They can help you get in touch with us so that we can sort out any problems quickly and easily.

If you do not want to do this there are other people you can talk to by contacting Head Office

You could speak to;

- + A member of the Emerald Team
- + A Head of Department
- + A Member of the Quality Team
- + The Registered Manager

We can arrange a meeting or a telephone call to discuss our actions



After the meeting if you are not happy we can pass your complaint to the Local Government Ombudsman, who offer a free and independent service

If the complaint is thought to be a Safeguarding issue this will be dealt with slightly differently, please look at our Safeguarding Guide.

Contact Us

**Christies
Care**

Est. 1987

Living independently at home



By Post;

**Christies Care Ltd
Rose House
Street Farm Road
Saxmundham
Suffolk
IP17 1AL**



By Telephone;

**The Quality and Safeguarding Team
01728 605033**



**The Main Switchboard
01728 605000**

Via Email;

Complaints@christiescare.com



Or

Emerald@christiescare.com