

GIRVAN OPPORTUNITIES EASY READ COMPLAINTS PROCEDURE

LISTENING TO YOU!

If you are not happy about something we want you to tell us. It is important that we listen to what you have to say.



You might want to talk to your:

- key worker
- the manager
- your social worker
- an advocate
- a friend or your family



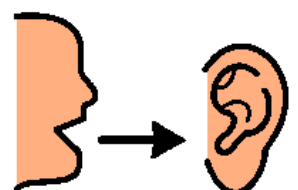
If that doesn't help and you still feel you haven't been listened to you can make an official complaint



When you make a complaint you are letting us know that you are not happy about something in the service.



When you make a complaint the manager will listen to you.



The manager will follow South Ayrshire Councils Complaints procedure "Listening to You" and write down what you say



Normally the manager can sort things out to make you feel happy and safe



If you are still unhappy you can contact the care inspectorate. It is their job to make sure you have good and safe care. They will listen to you and try and help you.



You can contact the Care Inspectorate by telephone or by writing them a letter. Your carer/advocate can help you with this. Staff can also help you with this



Do you understand how to make a complaint? ✓

