



New Directions Complaints Procedure

Easy Read Version

With many thanks to the members of the Shared Lives Forum Group for their valuable support with the production of this document.

New Directions

Third Floor Burlington House
Crosby Road North
Waterloo
Liverpool
L22 OPJ

Tel: 0151 705 0300



- We respect your right to express a concern or complaint about the service. We promise to listen and help to resolve the issue as quickly as possible.



- You can have a person called an advocate to help you.



- We will give information to you and your families and carers so that you know how you can do this.



- If the complaint is about the service or a member of staff, we will look into it and let you know what we find



- All complaints will be treated with confidentiality. We promise to protect people who use the service when they make a complaint.



- We will try to sort out any problems by having a meeting with you and your family, carer, care manager and the manager of the service as appropriate.



- If the complaint is about abuse, then we would need to follow another procedure, which is called Safeguarding Adults. Your Key Worker or other staff member can explain this to you.



- This is important so that we know if we are doing the right things and if there is anything else we can do to make the service better.



- We would also like you to pass on good news or other comments.



- Your Key Worker or other Staff Member can give you help and advice on how to make a comment, complaint or pass on good news.



If you are not happy that your complaint has been dealt with at your service you can contact:

New Directions
Third Floor Burlington House
Crosby Road North
Waterloo
Liverpool
L22 OPJ
Tel: 0151 705 0300
Email: info@ndirections.co.uk

If New Directions cannot help you please contact:

The Local Government
Ombudsman
PO Box 47771
Coventry
CV4 OEH
Tel: 03000 616161
Email: www.lgo.org.uk

or

**The Care Quality Commission
can be contacted on:**
Tel: 03000 616161
Email: enquiries@cqc.org.uk

Notes



New Directions contact details

Tel: 0151 705 0300

Email: info-nd@ndirections.co.uk

Website: www.ndirections.co.uk

Facebook: www.facebook.com/ndirections.org