**Complaint Procedure**

[](https://www.google.co.uk/url?q=http://www.clevelandseniors.com/people/patchat-att.htm&sa=U&ved=0CBgQ9QEwAWoVChMInZ_Rw9KRxgIVTLYUCh2lcgD0&usg=AFQjCNEN1UhYPJu-4KOxU_JLYVKt0xdVwA)

# 

NAME is committed to providing services that give choice, safety, dignity & respect.

**ARE YOU HAPPY OR UNHAPPY WITH THE SERVICE?**

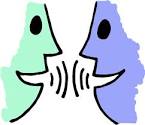
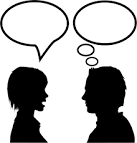
[](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/laughing-smiley-face-clip-art&sa=U&ved=0CDwQ9QEwE2oVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNHmw47hNRmbus8IyJgvClTX36d5Cw) [](https://www.google.co.uk/url?q=http://cliparts.co/happy-and-sad-faces-clip-art&sa=U&ved=0CCAQ9QEwBWoVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNH2umC2hBxsggIyCjoZVYtqKtkitQ)

**IT IS OK TO SAY HOW YOU FEEL OR WHAT YOU THINK.**

[](https://www.google.co.uk/url?q=http://cliparts.co/thinking-clip-art&sa=U&ved=0CCQQ9QEwB2oVChMI05eIs92RxgIVS7oUCh0J4whu&usg=AFQjCNHOiBkwhS9_AacHBgpJffRkLTbQtQ)

**WE WILL TRY TO DO SOMETHING ABOUT IT**

**TELL SOMEONE WHAT HAS HAPPENED**

[](https://www.google.co.uk/url?q=http://imgarcade.com/1/complaining-customer-clip-art/&sa=U&ved=0CBYQ9QEwADgUahUKEwjr_IuW3pHGAhVCPxQKHc97AHs&usg=AFQjCNGQI21i6tpNsBxNPZV42s01ncVsoA) [](https://www.google.co.uk/url?q=http://pixshark.com/people-talking-to-each-other-clipart.htm&sa=U&ved=0CCwQ9QEwCzgUahUKEwiUyveg4JHGAhXDaRQKHX8MB-E&usg=AFQjCNFi8hFUGXNOkNh-v3cJxlHDosibtw)[](https://www.google.co.uk/url?q=http://kathleenkollman.weebly.com/chapter-5.html&sa=U&ved=0CBYQ9QEwADgUahUKEwjTx8qO1JHGAhVCVRQKHcXRALU&usg=AFQjCNGm_Ln_4nKntvOCPls4N4Ljs7Mq-g)

**OR**

**WRITE OR DRAW IT IF YOU CAN, WHO WAS THERE & WHERE WAS IT, THINGS LIKE THAT….**

[](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/drawing-clip-art&sa=U&ved=0CBYQ9QEwAGoVChMIgr7Ur_2RxgIVgrgUCh0-igDo&usg=AFQjCNGt_DbILlJw8Zgkxmi_ms6Xhbu4Uw)

**WHAT DO YOU WANT TO HAPPEN?. GIVE US YOUR IDEAS.**

[](https://www.google.co.uk/url?q=http://carolyn-little.com/?p=51&sa=U&ved=0CBgQ9QEwATgUahUKEwj-son1g5LGAhUHbRQKHZ8zAJ4&usg=AFQjCNGkPKrQg6CSMLlihO7F1kjCna8j-g)

**WE WILL LISTEN**

[](https://www.google.co.uk/url?q=http://imgbuddy.com/loud-people-clipart.asp&sa=U&ved=0CDYQ9QEwEDhQahUKEwj_0Mu43pHGAhXIwBQKHVL9DsI&usg=AFQjCNFoaYc5Ltkmx90HwaplONigpLi7gA)[](https://www.google.co.uk/url?q=http://kingstonelabour.org/2015/06/15/&sa=U&ved=0CBgQ9QEwATgUahUKEwj89by54ZHGAhXEbRQKHdREAOg&usg=AFQjCNHvh4n2mMh5OA4OLO0Rfrpqv7p8rg)

**WE WILL**

**WRITE IT DOWN INVESTIGATE HAVE A MEETING**

[](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/writing-clipart&sa=U&ved=0CDwQ9QEwE2oVChMIrt3L0uGRxgIVgm8UCh2fvgBa&usg=AFQjCNGj73xDpeX6FmuYyTT-SAn1fHbJRw)[https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQMdDZkgD7uUVTRdNBiyWPsb7B8-mI1BlbmkEd7ZRZ7yD6jgSbOTLFlyXSr](https://www.google.co.uk/url?q=http://www.freepik.com/free-vector/arrow-right-yellow-clip-art_376167.htm&sa=U&ved=0CBwQ9QEwAzgUahUKEwjH_vGv7JPGAhWHshQKHTBxAJw&usg=AFQjCNHRn94BI1QyFh_QKeJ6ZHtfWDMAJQ)[](https://www.google.co.uk/url?q=http://www.dreamstime.com/illustration/fact.html&sa=U&ved=0CCwQ9QEwCzgUahUKEwiuobjWhJLGAhWGbxQKHXsGAJk&usg=AFQjCNEhpId1M-sQ9N4g8OKVIsBW0zjp0g)[https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQMdDZkgD7uUVTRdNBiyWPsb7B8-mI1BlbmkEd7ZRZ7yD6jgSbOTLFlyXSr](https://www.google.co.uk/url?q=http://www.freepik.com/free-vector/arrow-right-yellow-clip-art_376167.htm&sa=U&ved=0CBwQ9QEwAzgUahUKEwjH_vGv7JPGAhWHshQKHTBxAJw&usg=AFQjCNHRn94BI1QyFh_QKeJ6ZHtfWDMAJQ) **[](https://www.google.co.uk/url?q=http://pixshark.com/meet-friend-clipart.htm&sa=U&ved=0CDQQ9QEwDzgUahUKEwi8qd3f5JHGAhWCQBQKHfcwAPc&usg=AFQjCNE_ySUoAgBRvu8uYXA7MWbzOpeFaw)**

**WE WILL TELL YOU WHAT HAS BEEN DONE TO PUT IT RIGHT**

**[](https://www.google.co.uk/imgres?imgurl=http://saleshq.monster.com/nfs/saleshq/attachment_images/0000/2594/shutterstock_6261931_crop380w.jpg?1212553831&imgrefurl=http://saleshq.monster.com/training/articles/294-passing-the-tell-me-more-test&docid=PHyzK0tw86w2iM&tbnid=Qg3vBg8BFKK3qM:&vet=10ahUKEwiWyYLqpZXeAhXL_aQKHS-_DH4QMwhCKAQwBA..i&w=380&h=250&bih=685&biw=1438&q=TELL%20ME&ved=0ahUKEwiWyYLqpZXeAhXL_aQKHS-_DH4QMwhCKAQwBA&iact=mrc&uact=8)**

# STILL UNHAPPY? TELL THE MANAGER

|  |
| --- |
| Picture of manager |

[](https://www.google.co.uk/url?q=http://cliparts.co/happy-and-sad-faces-clip-art&sa=U&ved=0CCAQ9QEwBWoVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNH2umC2hBxsggIyCjoZVYtqKtkitQ)

**ARE YOU HAPPY NOW WITH THE ANSWER?**

[](https://www.google.co.uk/url?q=http://www.sodahead.com/living/do-you-live-where-you-do-at-least-in-part-because-of-the-weather-or-at-least-in-part-despite-the/question-4235849/&sa=U&ved=0CCIQ9QEwBjg8ahUKEwiC36zwgJLGAhXDaRQKHX8MB-E&usg=AFQjCNHCaIx50rtTNc94SRHxkaqiU_clTA) [](https://www.google.co.uk/url?q=http://cliparts.co/yes-clip-art&sa=U&ved=0CBwQ9QEwA2oVChMIkcWe-_-RxgIVAVYUCh3YpgBP&usg=AFQjCNH4xbWnkRTI6i7SNnSnaRrswBLI6g) [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQG3pangxHoJMnCbLUNy_0ya98bk8bxnsLup0YP2cTaDBzslglwkLRPvg](https://www.google.co.uk/url?q=http://englishayamonte.blogspot.com/2010_09_01_archive.html&sa=U&ved=0CC4Q9QEwDDgUahUKEwie-8CggJLGAhVCtBQKHSd8AMI&usg=AFQjCNEV8_HtmHXluFMR_TVv3WDwnDnqlw)

[](https://www.google.co.uk/url?q=http://www.clker.com/clipart-case-closed.html&sa=U&ved=0CCAQ9QEwBTgUahUKEwjV3-7jgZLGAhXEvxQKHdd3CLw&usg=AFQjCNFeZFzBEP4aWuUxivuqO6H9ggrsgw)[](https://www.google.co.uk/url?q=http://www.canstockphoto.com/illustration/thank-you.html&sa=U&ved=0CDwQ9QEwE2oVChMIpKO7roGSxgIVQVYUCh37AwsT&usg=AFQjCNEV2HS51_T0MAtTEKrWSfMSQeoz4w)

**STILL UNHAPPY?**

**[](https://www.google.co.uk/url?q=http://cliparts.co/happy-and-sad-faces-clip-art&sa=U&ved=0CCAQ9QEwBWoVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNH2umC2hBxsggIyCjoZVYtqKtkitQ)**

**CONTACT SOCIAL SERVICES. A MEMBER OF CARE STAFF WHO WILL HELP YOU**

[](https://www.google.co.uk/url?q=http://imgsoup.com/1/child-social-worker-clipart/&sa=U&ved=0CBoQ9QEwAjgUahUKEwiY1NX955HGAhWIaRQKHQXVAJE&usg=AFQjCNFIUyRlh0J-W88Y8l4Nv3UDWKqDqg) [](https://www.google.co.uk/url?q=http://www.news.com.au/technology/microsoft-to-close-online-clip-art-and-replace-it-with-bing-image-search/story-e6frfrnr-1227141574996&sa=U&ved=0CDgQ9QEwEWoVChMI-arVpOiRxgIVC7UUCh0uyACx&usg=AFQjCNE4QSNbh-YmFqGGPdsgusYKACOdtg) [](https://www.google.co.uk/url?q=http://oncofertility.northwestern.edu/patients&sa=U&ved=0CDgQ9QEwEThkahUKEwiMmM7H6JHGAhVJvhQKHQAFAP0&usg=AFQjCNEQhaAI6-uMPS2Bf0LaZLO02L-hzg) [](https://www.google.co.uk/url?q=http://imagefriend.com/letter-mail-clip-art.shtm&sa=U&ved=0CBYQ9QEwAGoVChMIpJngo-mRxgIVAbwUCh1ybADn&usg=AFQjCNFN3wNLVmXYpZBbzvWOL84fTx2mEQ)

**SOCIAL SERVICES CUSTOMER SERVICES OFFICER, -**

**LOCAL GOVERNMENT COMPLAINTS OFFICER, -**

**(Gov Ombudsman)**