Complaint Handout

What to do when you want to make a complaint

1. Choose a person you trust to talk to. It could be a staff member.

2. We will talk to you about the complaint. We will ask what made you unhappy, what you want to happen next and what we can do to help fix the problem.

3. We will involve you in the investigation and find out what caused the problem. We will seek your advice on how we should change to avoid the same thing happening again.

4. Sometimes we have a meeting with you. You can have family, an advocate or anyone you need for support to come to the meeting.

5. We let you know what we have done to fix the problem, how we came to that decision and what you can do if you are still unhappy.

6. We will apologise if we have done the wrong thing.