










Complaints Policy

Easy Read



	<p>Milestones Trust aims to provide really good services for everyone who uses them.</p>
	<p>Sometimes things can go wrong and you may not be happy with the service you are getting.</p>
	<p>If this is a concern or informal complaint and not a serious issue. You should try to resolve this yourself or with the help of your staff team.</p>
	<p>If you do not resolve the issue You might want to make a formal complaint. This means you want to tell us about something we are doing or aren't doing that is making you unhappy or not satisfied.</p>
	<p>The rest of this document is about how to make a Formal Complaint.</p>

	<p>You can do this by telling a staff member or writing it down.</p>
	<p>We always welcome your complaints because it's a chance for us to put things right.</p>
	<p>Complaints help us to improve the outcomes for the people we support.</p>
	<p>If you make a complaint we will take you seriously.</p>
	<p>We will listen to what you have to say.</p>

	<p>Your complaint will be looked into by someone who is not involved. It might be someone from outside the Trust.</p>
	<p>We will take care about how we use the information that you tell us. This will not be shared unless we need to keep people safe. We will talk to you if we need to share it with anyone else.</p>
	<p>You will not be treated differently because you have made a complaint.</p>
	<p>We will let you know the outcome of formal complaint within 28 days.</p>

	<p>Who can make a complaint?</p> <p>Anyone can make a complaint. You can make a complaint.</p>
	<p>Your family or carers can make a complaint.</p>
	<p>Your friends and representatives can make a complaint.</p>
	<p>Other professionals, commissioners or anyone who has a concern about our service can make a complaint.</p>

 A photograph of two men standing and talking. The man on the left is wearing a colorful striped polo shirt, and the man on the right is wearing a blue polo shirt.	<p>What should you do if you have an informal complaint or concern?</p> <p>Talk to the person who you are not happy with. If you feel comfortable to do this.</p>
 A photograph of a man in a colorful striped polo shirt talking to a staff member in a blue polo shirt. The staff member is holding a clipboard and looking at the man.	<p>Talk to a member of staff who supports you.</p>
 A photograph of a man in a grey jacket and a woman in a red sweater talking to each other.	<p>Talk to the Manager. Of the home/ service where you live</p>
 A photograph of a woman in a black top talking to an older woman in a blue and white plaid shirt.	<p>Ask someone you know to help you. This could be family or friends or an advocate.</p>
 A photograph of a group of people sitting around a table in a meeting room, engaged in a discussion.	<p>Discuss the concern at a house/service meeting.</p> <p>If this is not resolved, then you can make a formal complaint.</p>



What should you do if you have an formal complaint?

Write down your complaint or ask someone to help with this.



This could be a staff member, family or friend or an advocate.



Send your complaint to Hilary Crowhurst or give your complaint to the Manager. Of the home/ service where you live.








If you don't want to write your complaint down you could telephone the Chief Executive.





What will happen?

If you have made a formal complaint you will get a letter to let you know it has been received within five working days. If you will find a letter difficult to understand we will also talk to you in person or by phone.

 <p>A calendar icon with a red header that says "DAYS" and a white body that says "28".</p>	<p>We will tell you how long we think it will take us to look into your complaint. We will aim for this to be within 28 days</p>
 <p>A group of five diverse people (three men and two women) standing together and shaking hands in a celebratory gesture.</p>	<p>If the complaint is serious we may take action to make things safe before we respond to you.</p>
 <p>A black and white portrait of a smiling woman with shoulder-length dark hair.</p>	<p>Our Chief Executive will decide who will look into your complaint.</p>
 <p>Two people are shown in conversation. To the right, there is a graphic of a spiral notebook with the word "Notes" on it and a red pen resting on it.</p>	<p>We might need to ask you about your complaint and make some notes. You can have a copy of the notes.</p>
 <p>A person wearing a blue jacket and a green beanie is smiling and holding up a white document or certificate.</p>	<p>We will let you know the progress of your complaint. This means we will tell you what is happening and how long it will take.</p>

	<p>We will write to you about your complaint. This will tell you what has been decided if we can.</p> <p>We will make sure we make any changes that we can.</p>
	<p>If we can, we will explain why we are not able to change something.</p>
	<p>We will use your complaint to help make our services better for you and other people.</p>
	<p>What will happen next?</p> <p>If you are not happy with what has been said about your complaint you can appeal to the Chief Executive of Milestones Trust.</p>
	<p>You must do this within 14 days.</p>

	<p>They will decide and contact you within one month.</p>
<p>Local Government OMBUDSMAN</p> 	<p>If you are not satisfied after this has happened, you can contact the Local Government Ombudsman.</p> <p>You still have a right to take legal action.</p>

Who else can I talk to?

CQC All Health and Social Care Services in England are regulated by the **Care Quality Commission (CQC)**. You can contact them as follows:

Website: www.cqc.org.uk/contact-us

Telephone: 0300 0616161

Write to: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

Local Authorities If you are supported by a **Local Authority**, you can contact them:

- Bristol Care Direct- Adult Duty Desk. Tel 0117 9222700
- S Gloucestershire Advice and Enquiry Line 01454 868007
- N Somerset Duty Desk – 01275 888801
- Gloucestershire Duty Desk: 01452 426868
- BANES Access Team: 01225 396000
- Swindon Borough Council: 01793 463302
- Wiltshire Council: 0300 456 0111

Local Government Ombudsman,

Website: www.lgo.org.uk

Telephone the Advice Team: 0300061 0614 or

Text the words 'call back' to 0762 480 3014

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Information Commissioners Office (ico)

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113 Website: www.ico.org.uk



**If you would like this information in another format that is accessible to you,
please get in touch: 01179 709387**

For more information ask your staff for a copy of:

**'I want to make a complaint: a practical guide for people we support and the
people who support them'**