



Comments and Complaints

Are you...?

Happy

or

Unhappy



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Do you have any suggestions or ideas?



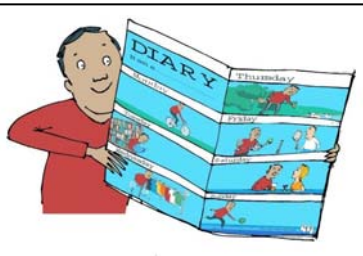
© Say It Works Ltd.

Tell us if you want to change something about.....

The way your staff help you:



The food you eat:



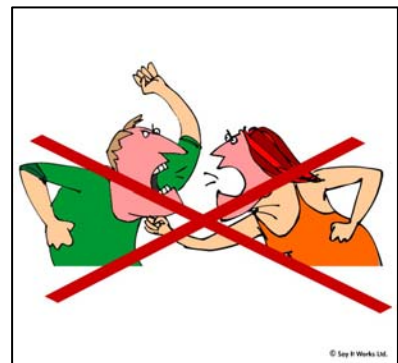
The places you go:



Tell us if someone upsets you:

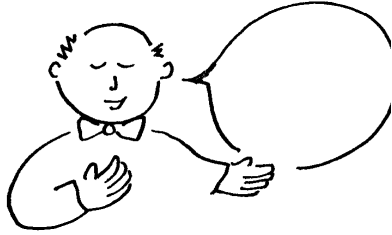


or hurts you:



How to make a comment or complaint:

Tell your staff



Insert Picture of Key Worker
or Staff Team

Tell the Manager:



Telephone:

Insert Picture of Manager
or Team Leader

Tell the Area Manager:



Telephone:

Insert Picture of
Area Manager

**You can ask your family, friends or an
advocate to help you make a comment or
complaint**



What will happen next?



Heritage Care will listen to what you have to say and try to make things better.



If things do not get better, you should tell us so that we can try again.



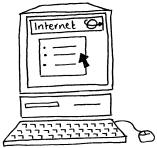
If you are still not happy with what we do you can contact one of the people below or the Local Government Ombudsman



Comments and Complaints Department
Heritage Care
Connaught House
112-120 High Road
Loughton, Essex
IG10 4HJ









Tel: 020 8502 3933



www.heritagecare.co.uk
www.heritage.cswebsites.org (accessible)



You can also contact people who don't work for Heritage Care:

<u>Local Authority Adult Services</u>	<u>CQC</u>	<u>Supporting People</u>
 	 03000 616161  enquiries@cqc.org.uk	 

If you are paying for your own care or support and you are not happy with what we have done about your complaint you can contact the Local Government Ombudsman.