

Comments, Complaints and Compliments



Please tell us what you think

It helps us to know what you think about our services. We really would like you to tell us what you think.



We would like to know what you think is **good** about the service.

We would like to know what you think is **bad** about the service.

We would like to know what we can do to try to make it better.

Complaints

We want to make sure that anything you are unhappy about is listened to and investigated quickly and fairly.

It is important that you know and understand that as a result of making a complaint, you will not be treated unfairly or victimised in any way. The staff will still support you in the same way as before.



Who can help you tell us?

There are lots of people who can help you to tell us what you think:

- Service Manager
- Key worker
- Advocate
- Social worker
- Friends
- Family



How can you tell us what you think?

Fill in the form at the end of the document or ask someone to help you write to us.

Drop the folded form into the box located at the service.



Name _____
Address _____

Phone Number _____





What will we do?

We will contact you when we get your comments.

We will look into what you have told us.

We will tell you what we will do about it.



If you are not happy with the outcome from a complaint?

Put your complaint in writing to:

Alison Simmonds
Sunrise Care Ltd
Head Office
36 Goddard Way
Berkshire
RG42 2JP



You will then receive a written response within 28 days and a meeting will be arranged. You will be able to bring someone with you to the meeting.



If you are still not happy with the outcome from the meeting you can:

Speak to or write to your Service Manager

OR

AT ANY TIME DURING THE PROCESS YOU CAN:



Write to the Care Quality Commission, you can ask someone to help you fill in an online form at the CQC website:

<https://www.cqc.org.uk/contact-us>

Tel: 03000 616161

Email: enquiries@cqc.org.uk

OR



Write to The Local Government and Social Care Ombudsman, you can ask someone to help create an account and fill in an online form on the website: <https://www.lgo.org.uk/>

Tel: 03000 616161

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Name: _____



Address: _____



Phone number: _____

What do you want to tell us and what would you like us to do:





Who should we contact with our response:



Signed: _____



Date: _____

Please send the form to: Sunrise Care Ltd, Head Office, 36 Goddard Way, Berkshire. RG42 2JP