

Making a Complaint



Making a complaint is speaking up about something you do not like or you are not happy with.



Making a complaint can be a good way of making things change for the better.



What can I complain about?



You can use the Complaints Procedure to complain about services offered by New Directions.

Here are some examples:



People



Transport



Food



Home



Day Care



Work



Find someone you trust to talk to.
Tell them what is bothering you.
You could talk to:



- Your key worker
- A team leader
- The deputy manager or manager
- A friend
- Other care staff
- Your advocate
- A family member.



If you are still unhappy after taking to
someone, you can go to Stage 1



Stage 1

You can telephone or use the form at the back
of this leaflet to contact New Directions.
Phone number 01788 573318.



A specially trained person will contact you.



They will look into your complaint



They will tell you how long it will take



You will get a written report



You will also be told of any changes that are going to be made



If you are still unhappy after getting the report you can go to Stage 2.



Stage 2

The Chief Executive will look at your complaint and will let you know what we will do to put things right.



Stage 3

The Review Panel



The Review Panel is made up of 3 people:

The Chairperson and 2 Trustees



The Review Panel looks at the complaint again.

They will find out if things need to change.

Telling us what you think



If you have told someone about your complaint and they could not help you



or

things have not got any better use the form on the next page.



It is OK to complain.

If you are unhappy with something it is OK to say so.

We need to know what is wrong with a service before we can try to make it better.

Complaint Form

I am unhappy with



Tick the boxes



People



Transport



Food



Home



Day Care



Work



Can you tell us more about your complaint?
If you are a non-English speaker, please write your
complaint in your own language.

[Large empty dotted box for writing]



Your name.....




Your address.....
.....



Your phone number.....



We welcome your feedback.

A woman with short brown hair and glasses is giving a thumbs up gesture. She is wearing a white t-shirt with a red graphic.



Please send your complaint to:



(Stage 1)

The Registered Care Manager

New Directions
27 Bilton Road
RUGBY CV22 7AN



(Stage 2)

Doreen Woodward (Chief Executive)

New Directions
27 Bilton Road
RUGBY CV22 7AN

dwoodward.ceo@newdirectionsrugby.org.uk



(Stage 3)

Wendy Back (Chair of the Board of Trustees)

New Directions
27 Bilton Road
RUGBY CV22 7AN

You can also contact:



Warwickshire County Council Customer Relations Team

PO Box 9, Shire Hall
WARWICK CV34 4RL



01926 414102



customerrelations@warwickshire.gov.uk



The Local Government Ombudsman

PO Box 4771
COVENTRY CV4 0EH



0300 061 0614



<http://www.lgo.org.uk/> to complete an online complaint form.



The Care Quality Commission

Citygate
Gallowgate
NEWCASTLE UPON TYNE NE1 4PA



03000 616161



enquiries@cqc.org.uk