

## 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 Opportunities



## 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 talking 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



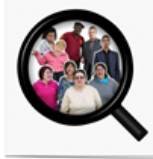
You will get a written report if you want one, or we can talk to you



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

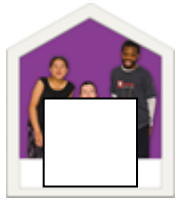
I am unhappy with  Tick the boxes



People

Transport

Food



Home

Day Opportunities

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-line box for writing]



Your name.....




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



Your phone number.....



**We welcome your feedback**





**Please send your complaint to:**



**(Stage 1)**

**The Registered Manager**

New Directions  
27 Bilton Road  
RUGBY CV22 7AN



**(Stage 2)**

**Paul Tolley (Chief Executive)**

New Directions  
27 Bilton Road  
RUGBY CV22 7AN

[ptolley@newdirectionsrugby.org.uk](mailto:ptolley@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](mailto:customerrelations@warwickshire.gov.uk)



### The Local Government Ombudsman

PO Box 4771  
COVENTRY CV4 0EH



0300 061 0614



[http://www.lgo.org.uk/](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@cac.org.uk](mailto:enquiries@cac.org.uk)