

# Making a Complaint

## Easy Read Version





Karrek Community CIC  
has a Complaints Policy.



This easy read leaflet is  
about how to make a  
complaint about our  
services.

# What is a complaint?



A complaint is when you feel unhappy about a service and you want a response from us.

You may be unhappy because:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that should have been done.



We welcome complaints and we want people to tell us if they are unhappy – they help us improve our services.

# Who can help you make a complaint?



- A member of staff
- A family member or friend
- A carer
- An independent advocate – this is someone who acts on your behalf to support you in making decisions. You can get information about advocacy services from your local Health and Social Care Trust.

# What should you do if you are unhappy?



Speak to a member of staff or a manager.



We can usually answer your questions and put things right quickly.

# If you are still unhappy, what can you do?



You can talk to a member of staff or a manager.

A member of staff can support you to make your complaint.



You can also write to:  
The Managing Director  
Team House  
St Austell Bay Business Park  
Par Moor Road  
St Austell  
PL25 3RF



Telephone: 01726 810045



Or email: [office@karrekcommunity.uk](mailto:office@karrekcommunity.uk)

# What will we do?



When you make a complaint we will:

Let you know we have received your complaint.



Make sure we understand what the problem is.



Deal with your complaint as quickly as we can.





Let you know what we have found.



We will involve you, where possible, in decisions about how your complaint is handled.



We can support you to understand what is happening at each stage.



# Our promise to you



You will be treated fairly and receive support throughout the complaint.



Making a complaint will not affect the support you receive.



When mistakes happen we will acknowledge them, apologise, explain what went wrong and put things right.



We will listen and learn from what you say if you complain about services.

# If you are not happy with our response



If you are not happy with our process, you can ask us to review how we handled your complaint.



You can also talk to your local health and Social Care Trust who arranged for you to be supported by Karrek Community CIC.

You may also contact CQC  
(Care Quality Commission)

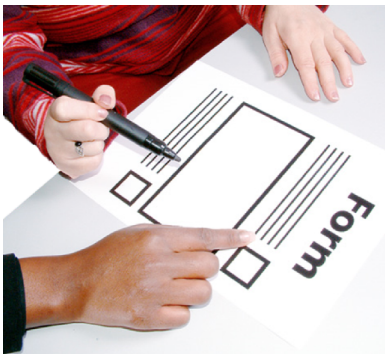
You can do this by:



Telephone: 03000 61 61 61



Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)



Online form:  
[www.cqc.org.uk](http://www.cqc.org.uk)

You may also contact the  
Ombudsman



You can do this by visiting  
their website:

[https://www.lgo.org.uk/how  
-to-complain](https://www.lgo.org.uk/how-to-complain)



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