

Do YOU feel like this?



**I WANT
TO COMPLAIN!**

The Enable Group



Enable Housing Association Ltd
Enable Care & Home Support Ltd

You have the right to complain about things you don't like. You will be supported to do this at all times.

If you are unhappy with the service you receive from Enable Care and Home Support and Enable Housing Association you should talk to your support worker **OR** You could talk to an advocate.



If your complaint cannot be resolved by talking to your support staff it will be passed to a manager.

These are:



Tina Bradley
Supported Living



Paul Stapleton
Day Services



Neil Barratt
Maintenance

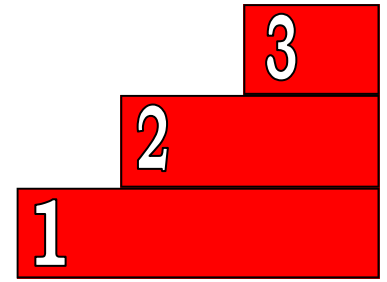


Yvonne Burrell
Housing

The Address to write or speak to these people is :
Enable Care and Home Support, Ellen House, Heath Road,
Holmewood, Chesterfield, Derbyshire, S42 5RB

We will always take any complaint you make seriously.

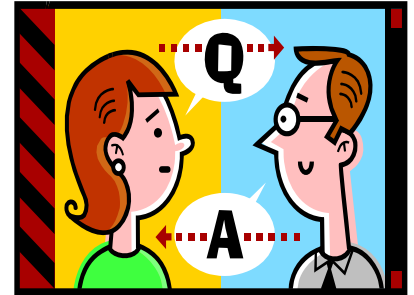
The following 3 steps will be taken



STEP 1



We will either speak to you about the problem within **5 working days** or



We will write to you within **5 working days** to let you know we are dealing with it.



STEP 2



We will look into the complaint and inform you of the action we will be taking to resolve your complaint within: **15 working days**



STEP 3

If you are not happy with the action we have taken you can appeal. You can do this either by writing or speaking to the appeals



panel. They will meet within **28 working days** and write to you within **15 working days**





At any time during your complaint you can speak or write to the people listed below:



- 1) The Care Quality Commission
National Correspondence
Citygate, Gallowgate,
Newcastle Upon Tyne, NE1 4PA
Telephone 03000 616161



For Derbyshire Tenants:

- 2) Derbyshire Supporting People Team,
Adult Social Services, Derbyshire County Council,
County Hall, Matlock, Derbyshire, DE4 3AG

For Nottinghamshire Tenants;

- 4) Supporting People in Nottinghamshire,
The Bungalow, 4 Dallas Street, Mansfield, Notts
NG18 5SZ

- 5) Social Services or your Care Manager
Telephone 08456 058 058

- 6) Any organisation which gives independent advice
such as Citizens Advice Bureaux or the Law Centre.