

## Formal Complaint, Concerns and Compliments Easy Read

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|    | <p>We want you to tell us how we are doing at emh.</p> <p>This will help us make emh a better service for you.</p>                        |
|    | <p><b>Compliments</b> are the things we have done well.</p> <p>These help us know what we should keep doing more often.</p>               |
|  | <p>We can tell our staff when they are doing good work.</p> <p>We can also change the whole service for the better.</p>                   |
|  | <p><b>Complaints</b> are the things you are not happy with.</p> <p>These help us know what needs to change and what we can do better.</p> |
|  | <p>Anything you tell us will be taken seriously.</p> <p>We will write it in the correct way and get back to you as soon as we can.</p>    |

## How to send us your feedback



You can talk to us in person, or on the phone, or you can write to us.

If you want some help, you can talk to your support staff, family or friends to write it in a way you are happy with.



We hope that most of our complaints can be helped in a more relaxed way with your service manager.

Sometimes this cannot be done and a formal complaint is needed.



These should be written down and sent to **Central Hub**.

You can do this by emailing [CentralHub@emh.co.uk](mailto:CentralHub@emh.co.uk) or writing to

**EMH Care & Support**  
 Room 208  
 Dunston Innovation Centre  
 Dunston Road  
 Chesterfield  
 S41 8NG



We will write to you in **3 working days** to say we have got your complaint and what will happen next.

## How to send us your feedback

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|    | <p>Everything you tell us will be taken care of safely and with respect.</p> <p>We may tell a member of staff if some feedback is about them but you can ask us not to do this.</p> |
|    | <p>We will write to you again in <b>20 working days</b> to say what the outcome is.</p> <p>This will tell you what we have found out and what we have done about it.</p>            |
|   | <p>If you are not happy with the outcome, you can appeal it.</p> <p>These should be written down and sent in <b>20 working days</b> from when you got the outcome letter.</p>       |
|  | <p>A senior manager will review your appeal.</p> <p>We will write to you in <b>3 working days</b> to say we have got your appeal.</p>   |
|  | <p>After the review we will send a <b>final response letter in 20 working days</b>.</p> <p>This will be the last stage of our procedure.</p>  |

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|    | <p>If you are not happy with this, there are other people you can get in touch with:</p>   |
|    | <p><b>Local Government Ombudsman</b></p> <p>Phone: 0300 0610 614</p>   |
|   | <p><b>Care Quality Commission</b></p> <p>Phone: 0300 0616 161</p> <p>Email: <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></p> |
|  | <p>You can also talk to your MP or social worker.</p> <p>You can do this by contacting your local council.</p>                                 |