




Making a complaint or compliment about your Shared Lives service




This leaflet is from Shared Lives South West

Making a complaint or a compliment about your Shared Lives service

Are you happy or unhappy with the help you get?

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|  <p>UNHAPPY</p> | <p>If you are unhappy with the support you get from your Shared Lives service you can tell someone.</p> <p>This is called making a complaint.</p> <p>We would like to hear everyone's complaints so we can try and make things better for them.</p> |
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|  <p>HAPPY</p> | <p>If you are happy with the support you get from your Shared Lives service we would like to know.</p> <p>This is called a compliment.</p> <p>We would like to hear everyone's compliments so we can tell the Shared Lives carers and the staff when they are doing something well.</p> |
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We all learn from complaints and they can help us make things better.





If you complain, you will be treated fairly and be helped and supported to resolve the problem and improve things.





If you complain we may need to speak to other people who know you to find out more.


Your complaint or your compliment may be about.....


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|---|----------------|
|  | Where you live |
|---|----------------|

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|---|--------------------------------------|
|  | The Shared Lives carer who helps you |
|---|--------------------------------------|

| | |
|---|--|
|  | How you spend your time or what you do |
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|---|--|
|  | The co-ordinator who visits you from Shared Lives South West |
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|---|---------------------------------------|
|  | How we write to you or explain things |
|---|---------------------------------------|

| | |
|---|-------------------|
|  | Anything else.... |
|---|-------------------|



How do I complain?



The first thing you need to do is to talk to your Shared Lives carer.

They will try to help you sort out the problem.



You can also talk to the Shared Lives co-ordinator and they will help you sort out the problem.

If you are still unhappy



You can fill in the form called **From Me** at the back, tear it out and send it to Shared Lives South West in the envelope provided.



Or you can speak to us. We will listen to your problem
Our phone number is
01626 360170

What happens next – a complaint

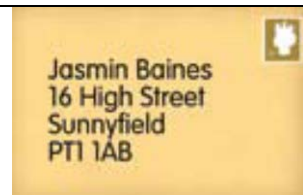


We will try to make things better.
We use something called a complaints procedure to help us do that



To do this someone will come and talk to you.

This person may ask other people some questions.



They will send you a letter with an answer. They might want to talk to you again.



If you are still unhappy you can ask for your complaint to be looked at again.

Can someone help me make my complaint



You may like someone you trust to help you speak up.

The person helping you is called an advocate.



They can help you fill in the complaint form or write letters.



They can go to meetings with you.

How can I get an advocate?



You can ask Shared Lives South West to find someone to help you.

You can phone us on
01626 360170



How do I make a compliment?



Tell your Shared Lives carer.

They would like to know and can tell other people too.



Tell the Shared Lives coordinator.

They would be very pleased to hear what you like about the service.



You can fill in the form called **From Me** at the back, tear it out and send it to Shared Lives South West in the envelope provided.



Or you can tell us over the phone

Our phone number is
01626 360170

What happens next – a compliment



We use the information you gave us to thank the person or service you have made a compliment about.



We may share this information with other people to show the good things that are happening.


This is how we can help Shared Lives carers and staff to make our services better for other people.



Shared Lives South West can say thank you as well.

Is there anyone else I can complain to?

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| | <p>You can complain to your local council about the service you get from Shared Lives. They will then raise it with us.</p> <p>For contact details please visit: www.cornwall.gov.uk www.devon.gov.uk www.plymouth.gov.uk www.torbay.gov.uk</p> |
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|  | <p>You can make comments to CQC. This is an organisation which has a duty to make sure that all care services are good.</p> <p>You can send them your comments by email to enquiries@cqc.org.uk or by telephone to 03000 61616¹</p> |
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To contact Shared Lives South West:

By phone: 01626 360170

By email: enquiries@sharedlivessw.org.uk

By post: Shared Lives South West (Head Office)
Suite 3 Zealley House
Greenhill Way
Kingsteignton
Devon TQ12 3SB

From Me

Please fill in the boxes:



My name is:



My address is:



My telephone number is:

Please fill in the other side → → →

I would like to make a:



COMPLAINT

COMPLIMENT

I would like to tell you about:

What would you like to happen?