



easier
read

Helping people who receive support
from PBS4, their families or friends
to make a complaint.



How to give
feedback or complain
if you are not happy

How to complain...



Your **Enablement Manager** will **write a plan with you** about how we listen to your feedback.



We want you to **tell us when you are not happy** with things that someone at PBS4 does.



When you do complain **we will listen.**



You will **not get into trouble** for complaining.



You will **not be treated differently** because you complained.



All **complaints are filed** in the office.



Your **complaint may be seen** by people who check PBS4's services.



You can **tell us about things you are worried about** before it becomes a complaint.



You can tell us things we are **doing well** too.

Who you can make a complaint to...



You can **talk to an employee** supporting you.



You can **talk to your Enablement Manager.**

Your Enablement Manager is

Name:

Tel:

Email:



Tell our Human Resources team on **023 8098 7462**



You can **email your Enablement Manager** at



You can **phone the office** Monday to Friday between 9am-5pm on **023 8098 7462** and speak to us.



You can write to
11 Freemantle Business Centre
Millbrook Road East
Southampton SO15 1JR



You can **email** PBS4 on **feedback@pbs4.org.uk**

What happens when you complain...



When you make a complaint your Enablement Manager will investigate it and will try to **sort the problem out straight away**.



Your manager will write to you or have a meeting with you to tell you they have received the complaint within 5 working days (1 week).



If things cannot be sorted out straight away your Enablement Manager will tell you in writing or in a meeting, **what they are doing about your complaint**. They will do this within 28 days.



If your Enablement Manager is the person you are complaining about **another Manager will investigate** the complaint for you.



If you are not happy with decision PBS4 made about your complaint you have **the right to appeal**. You can get more information from the office.

People who can help you complain...



You can **talk to your Care Manager.**

Your Care Manager is

Name:

Tel:

Email:



You can **call the team** at
PBS4's office for support on
023 8098 7462



Phone your Local Authority on

Or write to them at:



You can **talk to Care Quality Commission** (CQC). They check care services and make sure they do things properly.

www.cqc.org.uk

Call them on **03000 616161**

Write to them at: Care Quality Commission Citygate, Gallowgate Newcastle upon Tyne NE1 4PA



You can also get help from **Advocacy services**

Web

Call

Email

healthwatch

You can also get help from **Healthwatch**

www.healthwatch.co.uk

Call **03000 683 000**

Email enquiries@healthwatch.co.uk

Tell us about your complaint...



Please fill in this form to **tell us about your complaint.**

If you need help, please speak to a member of staff or an advocate.

Please write or type in the boxes.

Today's Date

Your Name

Your Address

Your Telephone Number

Your Email Address

What is your complaint about?

If someone has supported you to fill out this form, please can you tell us the following:

Their Name

Their Address

Who they are (staff/friend/advocate)

Please complete this form and give it to your Enablement Assistant. You can also send it to us by post, email, or give us a call. See page 5.



PBS4 are passionate about providing good support.

**We need you to tell us what is good and
what we can do to make it better.**

People have a right to complain if they are not happy.

**When people complain it can help
make our support better.**

Tel: 023 8098 7462 Email: feedback@pbs4.org.uk

You can make a complaint online www.pbs4.org.uk/contact-us/