A logo with text on it

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**Easy Read Guide**

**Complaints and Concerns**

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| **Concerns and Complaints**  This is our easy-to-read guide on how to make a complaint about our service. | |
| **What is a complaint?**  A complaint is when you let us know you're unhappy with a service and want us to answer.  You might be unhappy because:   * We did something the wrong way. * We did something we shouldn't have done. * We didn’t do something we should have done. |  |
| **We like to know what you think so please tell us**  Please tell us what we can make better |  |
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| Please tell us what you think is good |  |
| Please tell us what you think is bad |  |
| **Many people can help you share your thoughts with us**   * Family * Friends * Social worker * Support worker * Advocate |  |
| **You can tell us in many different ways**   * Email: info@arncare.org * In person * Telephone and Whatsapp  07471934203 * Letter to: R.Isse ARN Care Ltd   The Winning Box,Aquis House  27-37 Station Road Hayes  UB3 4DX |  |
| **What happens after I make a complaint?**   * Please don't worry * We will always treat you fairly |  |
| * We want to make things better for you. |  |
| * Wewill send you a letter within 2 weekdays to let you know that we have received it |  |
| * We will discuss your complaint with you to make sure we clearly understand the problem. |  |
| * We will listen to everything you have told us |  |
| * We will tell you what we will do about it |  |
| * We will answer your complaint within 1 month |  |
| **If you are not happy with our response**   * Please let us know * We will help and let the right people know so they may help |  |