

Do you want to
make a
comment or
complaint?

This booklet
will tell you
how



Compliments

If you tell us you are happy about your support or tell us that your staff are good at their job, this is a **compliment**.

Telling us when we are doing something right is important. It can help us make things better for everyone.

Comments

If you tell us how things could be better, this is a **comment**.

Complaints

If you tell us you are not happy and you want something to change, this is a **complaint**.

Hello, we want you to tell us when things are good or when we could make things better.

This leaflet will tell you how to make a **comment**, **compliment** or **complaint**.

You can tell us if you are not happy about:



Where you live



The people you live with



The people that help you



The way things are run

Some people might not complain because:



You might think you might get in to trouble.



You might think that no one will listen to you.



You might think that no one will believe you.

Who can make a complaint?



You can make a complaint.

Or

Someone can help you to make a complaint.

How to tell us about your compliment, comment or complaint

You Could:



Fill in the form at the back of this leaflet.



Write a letter.



Tell someone in your support team or a manager.



Telephone someone at Marle House on 0161 769 9000.

What happens when you make a complaint?



Your form or letter will be read by a manager at Future Directions.

We will listen to you.



We will tell you which manager will look into your complaint and Future Directions will write to you within 14 days with the outcome or to explain how long this will take if it is going to take a little longer.

We might need to talk to other people about your complaint to find out more information.

We will only talk to people when we need to.

If you are still not happy you can contact:



Your local council

Or

Local Government
OMBUDSMAN

Local Government Ombudsman

Call: 0300 061 0641

Website: www.lgo.org.uk

Write to: Local Government Ombudsman
PO BOX 4771, Coventry, CV4 0EH



This is a free service and will not affect the care and support provide by Future Directions CIC.

Please fill in the form and hand it to someone who can help you to send it to Marle House.

You might need someone to help you fill in this form.

Is this a: Compliment Comment Complaint



My Name is:



I live at:

I want to tell you:

What would you like to happen next?

Please send the form to Marle House.

How to contact us at Future Directions CIC



Telephone:

Marle House: 0161 769 9000



Website:

www.futuredirectionscic.co.uk

You will need to click on the
'Contact Us' button



Address:

Marle House, Oldham Broadway
Business Park, Broadgate,
Chadderton, Oldham, OL9 9XA

Office Use Only:

Date form received:

Who is handling the complaint?: