

Information for people who have a learning disability or want Easy Read information



We want to encourage people with learning disabilities to complain when they experience poor service from Chosen Care Group

Making a Complaint about Chosen Care Group Services



If you are unhappy, sad, angry or upset with the help you get? We would like to know

This is a Complaint

It is fine to make a complaint

No one will treat you badly because you made a complaint.

Your Complaint may be about

1. Where you live



2. The STAFF who support you

3. The SERVICES you receive



How do I Complaint

The first thing you need to do is

- You Speak to your Care Worker or Manager
- They will try to sort your problem out.



Telephone **020 3659 5052**
and ask to speak to a Manager
or Email

complaints@chosencaregroup.com

What happens next



A complaints procedure, we will try to make things better using something called.



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 or they might want to talk to you again.



If you are still unhappy you can contact Mencap at
0808 808 1111

Can someone help me make my complaint?



You may like someone you trust to help you speak up. This could be a relative or an advocate who you ask to help.



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



They can go to meetings with you.