



What to do if you are not happy with your support

**Easy
Read**

About this leaflet

We are the Quality Team at Imagine Independence. We help sort out complaints when people are not happy with their support received at Imagine Independence.

This leaflet tells you

- What to do if you are not happy with your support
- Who can help

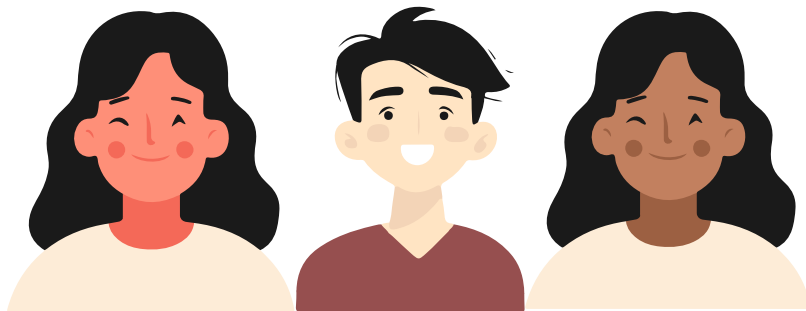


What to do if you are not happy with your support

We hope to offer good support to every person using our services. Sometimes things go wrong. If you are not happy with your support, you should tell us as soon as possible.

Step 1

Speak to staff



If you are not happy with your support, you should speak to the staff at the service supporting you. Often things can be solved this way.

If you want to talk about the problem with someone else at the service, speak to the service manager. A service manager will be able to talk things through with you and try to put things right.



If you are not happy with the outcome, you can make a complaint

Step 2

How to make a formal complaint

If you feel that your concerns have not been put right, you can make a formal complaint.

It is fine to make a complaint. No one will treat you differently because of it.



Ways of making a complaint

- Ask staff at the service for help
- Email your complaint to quality@imagineindependence.org.uk
- Contact Head Office from Monday - Friday from 9am-5pm, on 0151 709 2366
- Write to us at Quality,
25 Hope Street, Liverpool, L1 9BQ



Think about what you want to say when you make your complaint

Tell us what you are unhappy about.

You need to say:

- What happened
- When it happened
- Where it happened
- Who you want to complaint about
- What you want them to do to make the problem better



You also need to give some information, like your name, address and service you are talking about.

Make your complaint as soon as possible



This can help get your problem sorted out quickly.

If you are writing on behalf of someone else, please include your name and address, as well as the service user's details.

What happens next

- Someone will look at your complaint
- They will try to sort out your concerns within 5 working days (Monday - Friday) and respond to you within 10 working days (Monday - Friday)
- We might phone you or email you to talk about about the best way to help
- We will phone, email or write to you again once we have finished the investigation



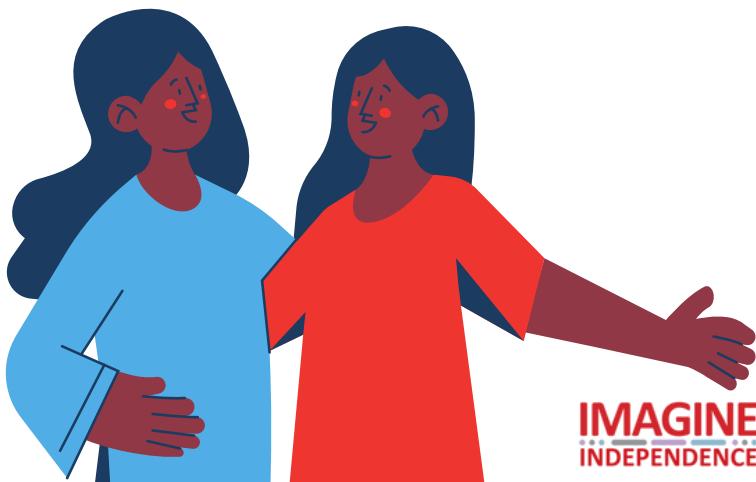
Talk to us if you are unhappy with the way your complaint was looked at



If you are unhappy with the outcome of the complaint, let us or the investigating manager know so that it can be reviewed.

If you have any questions

Email us at
quality@imagineindependence.org.uk



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valuing people
challenging stigma
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