

Complaints Procedure



AARAV
SUPPORTED
LIVING

Easy Read

Introduction

What is a Complaint?



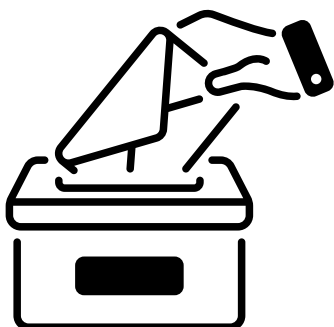
If you are unhappy with the service you receive from Aarav Supported Living, we want you to tell us. Sometimes you can solve your problem by just speaking to a member of staff

What is a Compliment?



We like to know when we have done something well. This is called giving us a compliment.

What is a Suggestion?

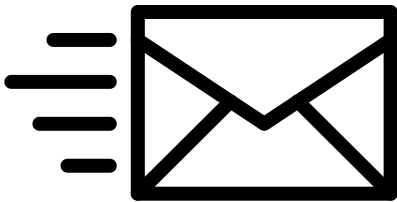


A suggestion is an idea you have to make things better. At Aarav Supported Living, we want to hear your ideas. You can make a suggestion anytime you have an idea. It could be about making things easier, more fun, or more comfortable.

Making a Complaint



Tell a member of staff you wish to make a formal complaint.



The staff member will help you send your complaint to the Complaints Manager at Aarav Supported Living



We will let you know when we have received your complaint within **3 working days**



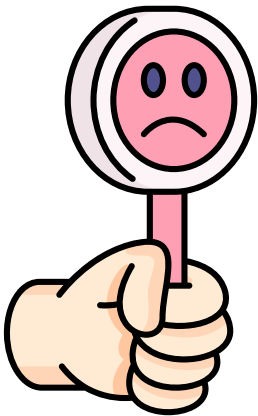
The Complaints Manager will assign your complaint to a member of staff who works in the Complaints Team.



We will write to you with a response to your complaint within 20 working days.



If the letter is going to be late, you will be told about this.



If you are unhappy with the response, you can contact Aarav Supported Living again.



If we cannot get it right the 2nd time, you can contact the CQC