



## How to make a complaint



A complaints policy tells you what you can do if you are unhappy about something.

### Some of the things you can complain about are:



If you are upset or worried about something



If someone is hurting you, this is called **abuse**



How you are being supported



The learning activities  
you do

**Who you can tell:**



If you are not happy you can tell  
your support workers.



You can tell a Manager:  
Sally Jude  
Elissa Hammond



You can tell the Chief Executive  
Tina Turnbull



You can tell one of the directors



You can email to:

[sally@peoplesmattersleeds.co.uk](mailto:sally@peoplesmattersleeds.co.uk)  
[elissa@peoplesmattersleeds.co.uk](mailto:elissa@peoplesmattersleeds.co.uk)  
[tina@peoplesmattersleeds.co.uk](mailto:tina@peoplesmattersleeds.co.uk)



An Advocate can help you to write a letter or phone.

### What happens when you complain:




We will start to look into your complaint within 7 working days



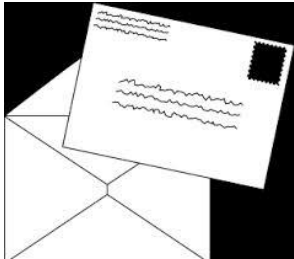


We will consider by looking at what has happened



	<p>We will tell you what we will do about your complaint</p>
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**What happens if you are not happy with what we want to do:**

	<p>You need to write and tell us that you are still not happy</p>
	<p>If you are not happy Tina or the Directors will look again at your complaint.</p>
	<p>We will tell you what happens. We will tell you if there is anything else you can do</p>