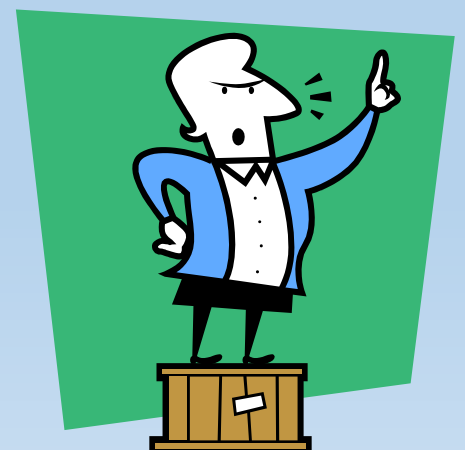




How to Complain



What is a complaint?

A complaint is when you tell us about things you are unhappy about, do not like, or when things are wrong.



What can I complain about?

You can complain about anything you like but examples might include:

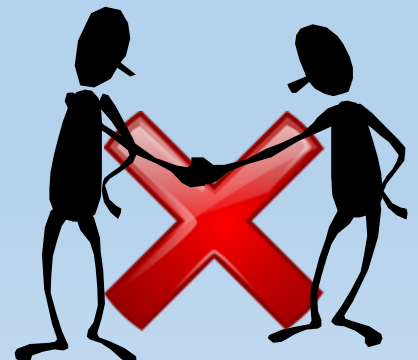
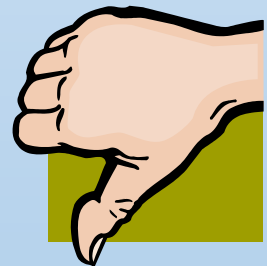
Something you are not happy about.

Feeling scared.

Something done by other people or neighbours that you are not happy about.

Someone breaking rules.

Someone breaking promises.



What happens when I complain?

We will write to you to tell you we have got your complaint



We will speak to you or your advocate to understand how we need to make things better.



We will explain how we will make things better. If you are happy we will do things differently.



If you are not happy we will ask a more senior manager to review your complaint and see if we should have done things differently.



If you are still unhappy you can speak to people who do not work for Ormerod



How can I complain to Ormerod?



Tell your Support Worker, your Team Manager or your Service Manager.

Tell the Operations Manager or Chief Executive.

You can **ask an advocate / friend / family member to help you complain to us.**

Use the **complaint form** in this document.

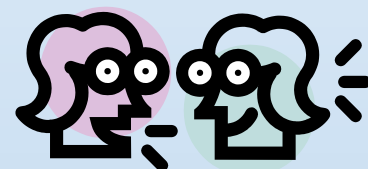
Write or visit us at: 2 Headroomgate Road, Lytham St Annes, Lancashire. FY8 3BD.

On line query form via:

www.ormerodtrust.org.uk/Get+in+touch

E-mail: info@ormerodtrust.org.uk

Telephone us on: 01253 723513



Complaint form

Ormerod group

Tell us what you want to complain about:

Name and address

Send to:

Private & Confidential, Chief Executive, Ormerod Group, 2 Headroomgate Road, St Annes, Lancashire. FY8 3BD.



Complaint form



Tell us what you want to complain about:

Name and address

Send to:

**Private & Confidential, Chief Executive, Ormerod Group, 2
Headroomgate Road, St Annes, Lancashire. FY8 3BD.**

How do I complain to someone else?



If you live in Blackpool you can contact the Council on:

Blackpool Council,
Customer Relations Team
Adult and Children's Services
Progress House
Clifton Road
Blackpool
FY4 4US

Telephone: 01253 477700

Email: customerrelations@blackpool.gov.uk

Website: [www.blackpool.gov.uk/
Residents/Health-and-social-care/Social-
services-complaints.aspx](http://www.blackpool.gov.uk/Residents/Health-and-social-care/Social-services-complaints.aspx)



How do I complain to someone else?



If you live in Lancashire you can contact the Council on:

Adult Social Care
Lancashire County Council
PO Box 1337,
County Hall
Preston.
PR2 0TG.

Telephone: 0300 123 6720

E-mail: enquiries@lancashire.gov.uk

Website: www.lancashire.gov.uk



How do I complain to someone else?



If you are not happy with the response from us or do not feel able to complain to us or your council:

Care Quality Commission,
Citygate,
Gallowgate,
Newcastle Upon Tyne.
NE1 4PA.

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk/complaints

