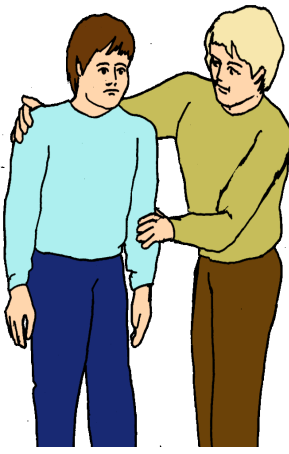


Making a Complaint





You can make a **complaint** if you are **unhappy** about something.

You **won't get into trouble** for making a complaint.



Complaints help us to **make** your **service better** for you.



You can make a complaint by **talking** to a member of **staff** who you trust or to the **manager**.

Your Manager is: _____



If you make a complaint, **someone** will **talk** to you or **write** to you within **2 working days** to let you know that we have got your complaint.



We will tell you **who** is dealing with your complaint.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

We will aim to respond to your complaint within **20 working days**.



If we need more than **20 working days** to deal with your complaint, we will **speak** to you or **write** to you so you know what is **happening**.



If you are **not happy** with the way that the staff or manager has dealt with your complaint, you can **contact** the Group Complaints Manager; and request that your complaint be referred to Stage 2 of the Aspris complaint process which involves an internal review.



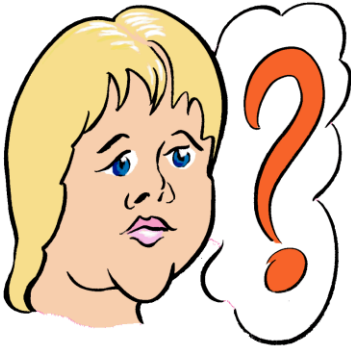
Telephone: 020 7605 0910



You may also make contact via **Email** at:
complaints@Aspris.com

Or by **writing** to:

**John Limer
Complaints Manager
C/o
Aspris Children's Services
The Forge
43 Church St West
Woking
GU21 6DB**



If you remain unhappy with the way in which Aspris have dealt with your complaint you can **tell someone outside of Aspris.**

You may wish to inform the Public Services Ombudsman – which provides a free and independent service. The Public Services Ombudsman for Wales can be contacted for information and advice or to register your complaint.

You can write to the **Public Services Ombudsman for Wales** at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Telephone: 0300 790 0203

Website: www.ombudsman.wales/

You can complain to your **inspector**. This is how you can contact them:



Name: _____

Telephone: _____

Email: _____

Address: _____

Or you could contact **Social Services**. This is how you can contact them:



Name: _____

Telephone: _____

Email: _____

Address: _____

For patients detained under the Mental Health Act, you may also wish to contact the **Care Inspectorate Wales (CIW)**. However, you may do so **only** if your complaint involves the way in which a member of staff has used their powers under the Mental Health Act. Contact them at the following address:

Care Inspectorate Wales
Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Telephone: 0300 7900 126

Email: ciw@gov.wales

Or

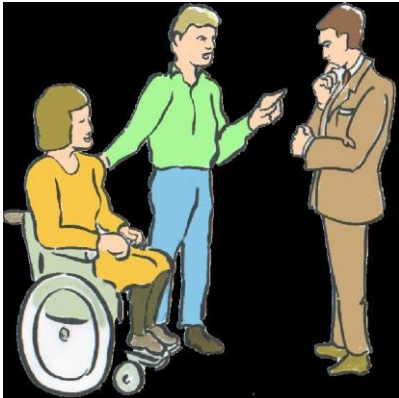
Healthcare Inspectorate Wales (HIW)

Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Telephone: 0300 062 8163

Email: hiw@gov.wales

You may also contact **PALS** or your **Advocate** or **IMCA**.
This is how to contact them:



Name:

Telephone:

Email:

Address: