

Complaints

Please tell us how you feel



If you are **not happy** and want **something changed**, tell someone.

This is called making a complaint.

It is **OK** to make a **complaint**.



You will not get into trouble for telling us what you think.

We want you to tell us what you think.

We will listen to you.

Someone can help you to tell us.



If something has gone wrong, we want to make it right quickly.

There are different ways to make a complaint.



1. You can **talk** to you key worker, staff member or the manager.



2. You can **write** to us. There is space at the end to write down what you think.



3. You can **email** us at hello@dandcommunitysupport.com



4. You can go to our **website** at www.dandhcommunitysupport.com

Click on **contact us** and fill out the form.

When people make a complaint to us.



We will find out what has gone wrong.

We will write and say what has gone wrong.

We will say what we can do about it.

We will write to you in 5 days.

If we cannot reply quickly, we will tell you why.



If you are unhappy with our reply.

You can tell Leicestershire County Council – Adult Social Care Team. They can check that we are doing things right.



[0116 305 0004](tel:01163050004)

You can tell the Care Quality Commission – CQC. The CQC can check that we are doing things right.



[Online contact form](#)



enquiries@cqc.org.uk



[03000 616161](tel:03000616161)

Use this page if you want to make a complaint.



My name is:



My email address is:



My phone number is:



My address is:

Write down what you want to say to us.

You can use more paper if you need to.

A large, empty rounded rectangular box intended for writing a complaint.



You can post your complaint to:

D&H Community Support

Acorn House

2a Spencer Street

Hinckley

Leicestershire

LE10 1RB