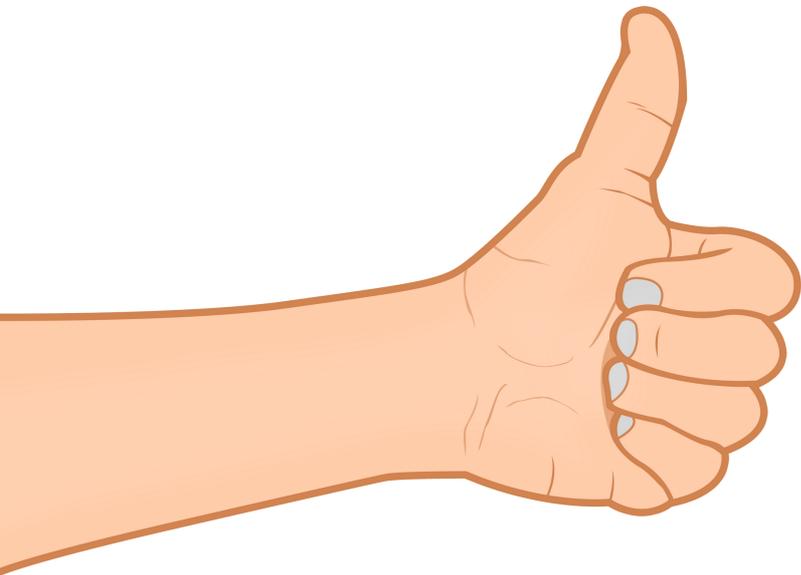




**MARY HOW TRUST**

**HEALTH SCREENING FOR LIFE**

**How to tell us if you are not happy  
with our service or you have a complaint**



**Easy read  
version**



# How to tell us if you are not happy with our services, staff or volunteers

We want you to tell us if you are not happy with:

- Our service
- Our staff team
- Our volunteers



A complaint is a way of telling us you are not happy with something we have done.



It gives us a chance to put things right and to make our services better for everyone.



If you make a complaint, we will tell you what we will do.

# How to make a complaint

You can make a complaint by talking to:

- the person you are dealing with
- a member of staff
- the Chief Executive Officer
- or a Trustee



They will write down what you say

We will read it back

There will be 2 people to help you if you need this



You can also make a complaint by:

Telephone 01798 877640

Email [contact@maryhowtrust.org](mailto:contact@maryhowtrust.org)

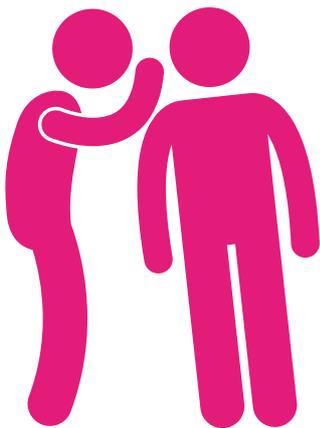


# How to make a complaint



Or by writing to The Practice Manager

The Mary How Trust, The Colonnades,  
17 London Road, Pulborough,  
West Sussex RH20 1AS



A family member, carer or advocate can  
make a complaint for you.



If this happens,  
We will check you are happy with this  
and give you the chance to say more.

# Communication, Information and Confidentiality



We will talk you all the way through, until the problem is sorted.



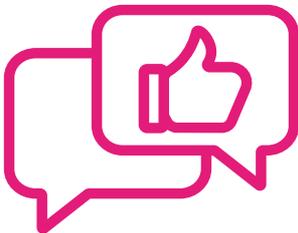
Each complaint is kept on its own.



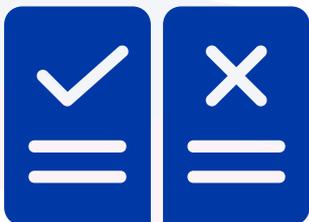
We will write everything down.



We won't share this information with your work colleagues or friends.



We will only share personal information if it helps us look into your complaint and you agree.



There are rules about keeping information safe. The rules tell us what information we can share, who we can share it with and how we do this.

# What we will do with your complaint



The person who receives your complaint will give it to the Senior Manager for the staff member or service you are not happy with



We will check, with you, whether you want to make a formal complaint or whether you are just telling us how we could make our services better.



If you do not want to make a complaint, We will tell staff and managers how things could be better



We will let you know what we have done.

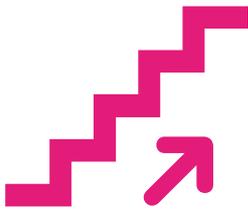
# What we will do with your complaint



We will always try to sort things out quickly



We will always write down everything that has been said and done.



If we cannot sort things out like this, then there are different levels or stages that your complaint can go through. If you are still not happy at the end of each stage, we will take your complaint to the next level.

## Level 1 - Manager

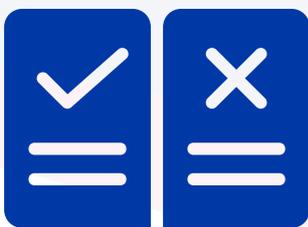
This is the first stage where the Manager will:



Record your complaint and write, call or talk to you, to let you know they will be dealing with it



Tell you how to get an independent advocate if you want one to support you with the complaint



Make sure you have a copy of our Complaints rules and any other information you need to help you make a complaint

# What we will do with your complaint

## Level 2 - Chief Executive Officer (CEO)

The CEO will:



Deal with any complaints that involve Managers, Staff or Volunteers.



Deal with your complaint if you did not think things were sorted out at Level 1



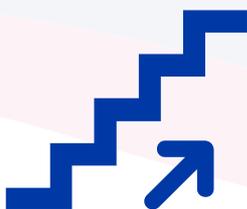
Write a report within 3 weeks to say what they have found out and what they think needs to be done



Tell you what they have found out and what they think needs to be done.



You have 4 weeks to reply. If you do not reply, we will think this means that you are happy with what we have said and done.



If you are not happy then you can ask us to take your complaint to Level 3.

# What we will do with your complaint

## Level 3 - Trustee

A Trustee will oversee the complaint and will:



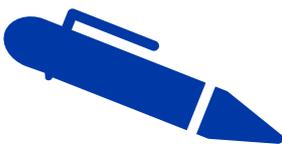
Deal with any complaints that involve the CEO



Deal with your complaint if you did not think things were sorted out at Level 2



Write a report within 3 weeks to say what they have found out and what they think needs to be done



Write to tell you The Mary How Trust's final decision about your complaint



You have 4 weeks to reply to this letter. If you do not reply, we will think this means that you are happy with what we have said and done

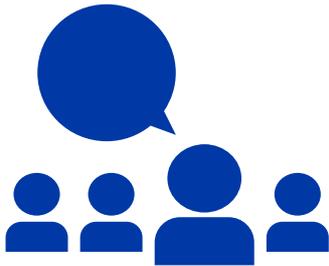


If you are not happy then you can refer your complaint to Healthwatch West Sussex or the CQC, if they are not already involved.

# Using complaints to make our services better



We have to follow these rules for all complaints and write down everything that is said and done.



The Complaints Manager will check to see what people are complaining about and tell the Senior Managers and Trustees about this

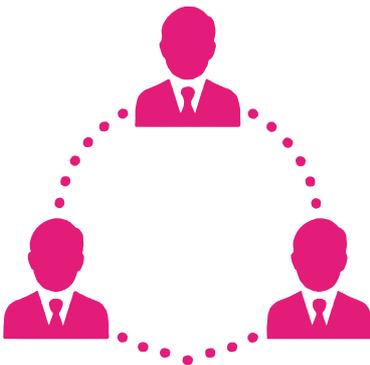


If they find that lots of people are complaining about the same sort of thing then we will look at this carefully and write an action plan to make things better

# Who deals with your complaint?



Different people will deal with your complaint depending on who or what the complaint is about.



In most cases, a Manager will look into what has happened and tell you what they have found out.



If the complaint is about a manager, then our CEO will deal with it.



If the CEO will deal with it, is involved in the complaint then one of our Trustees will deal with it