

Have Your Say – Easy Read Version

Saying thank you for good service and Telling us when you are not happy

Autism East Midlands supports children and adults with autism to help them lead happy and positive lives.



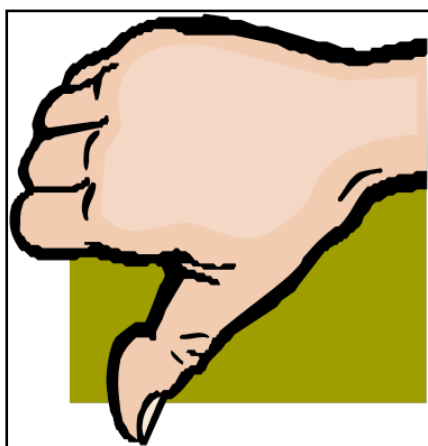
We want you to be happy with the services you get from us.

Everyone deserves to be treated with respect and fairness, so everyone feels safe.

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This guide tells you what to do if you want to say thank you for something Autism East Midlands has done which you think is good.



This guide also tells you what to do if you want to complain about something at Autism East Midlands.



Anything you tell us – good or bad – helps us to get better at what we do.

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Sutherland House School



If you are a student at Sutherland House, we want you to learn the skills for the life you want.

We want you to feel safe and supported.

We want you to learn in ways that suit you best with the support you need to reach your goals

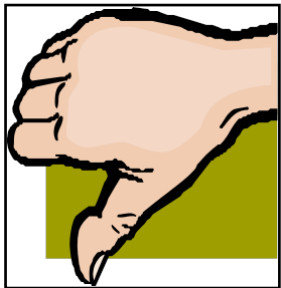


We want you to aim high and be the best you can be.

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Please tell us if we get this right for you.



Please tell us if we get this wrong for you.

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Adults at Autism East Midlands



If you live in one of Autism East Midlands's houses, we want you to live well with the support you need.

We want you to be happy in your home and enjoy being part of your community.

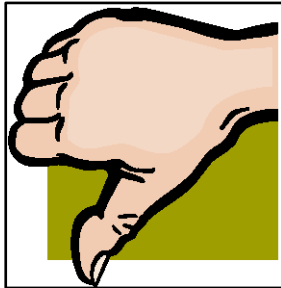


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We want you to feel safe and supported.



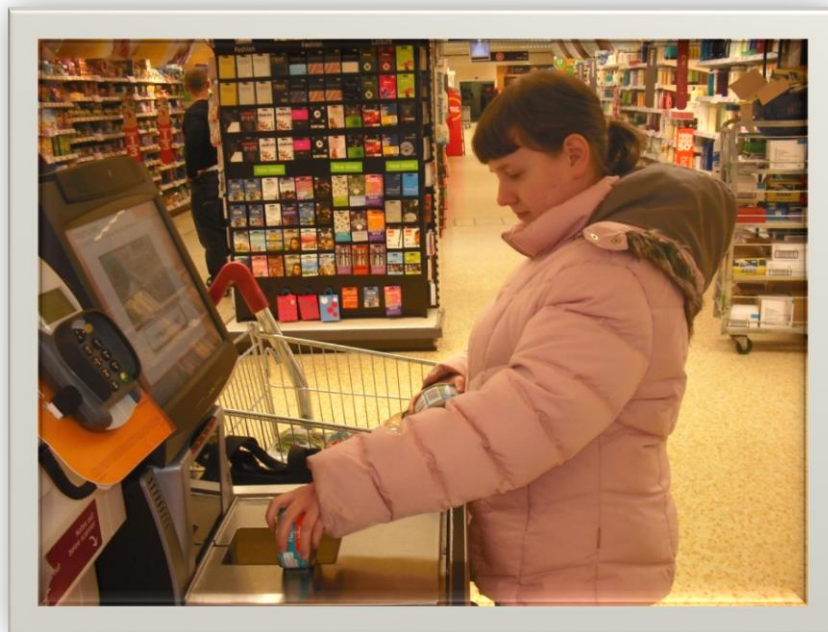
Please tell us if we get this right for you.



Please tell us if we get this wrong for you.

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Autism East Midlands Day Activities

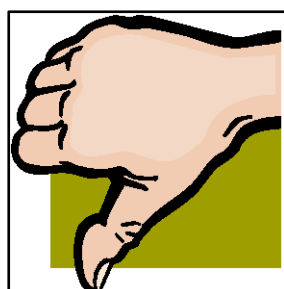


If you are getting support from Autism East Midlands with activities during the day, we want you to enjoy those experiences.

We want you to feel safe and supported.



Please tell us if get this right for you.



Please tell us if we get this wrong for you.

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Having Your Say - what to do next



Saying thank you for good service.



Tell the person who manages the service you receive.

If you're not sure who to tell, ask someone who supports you and they will help.



The person you tell will be pleased you have told them and they will share your feedback with their manager.

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If you prefer, you can complete the form at the back of this Guide.



Or contact us by phone on 01909 506678



Or contact us by e-mail:
enquiries@autismeastmidlands.org.uk

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For complaints

Tell the person who manages the service you receive.



If the complaint is about this person, tell any manager.



If you want someone to help you make a complaint, we will make sure you get help.

You have the right to have an advocate or another person to help you.

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Or contact us by e-mail:
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What happens next?



Your manager will tell you when to expect an answer to your complaint.

We will try to do this within 3 weeks.



When you get an answer to your complaint, you can decide if this is enough or if you are not happy with the answer.

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If you are still unhappy you can make your complaint to the Chief Executive of Autism East Midlands, Jane Howson.



It is then her job to deal with your complaint.



She will try to do this within 3 weeks.

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If you are happy with the answer, that is fine.



If you are not happy, you can take your complaint to your local authority.

We will make sure you have the right advice and information about this.



If this still does not solve your concern, please contact

The Local Government Ombudsman

Their job includes making sure that places like Autism East Midlands do their job properly.

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The Local Government
Ombudsman
PO Box 4771
Coventry CV4 0EH



Telephone

0300 061 0614 or

0845 602 1983

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Please remember your feedback is important to us.

We will learn from what we get right.

We will also learn from what we get wrong.



So there will be a result.

Thank you

Compliment or Complaint Form

Autism East Midlands aims to provide high quality services for our students, service users, their families and other stakeholders. We welcome feedback to help us to improve what we do. Please complete this form, including as much information as possible.

Your contact details

Name

Address

Postcode

Email

Telephone

Representative or Supporter contact details (if applicable)

Name

Address

Postcode

Email

Telephone

Which is the best way to contact you?

Letter Email
Telephone

What is the nature of the feedback?

Compliment Complaint

Name of the service area

School Day
Residential Other*

*Please specify

Details of your compliment or complaint

If this is a complaint, please answer the following:

Have tried to resolve the issue informally?

Yes

No

Have you raised this concern before?

Yes

No

If yes, please can you give us brief details of how and when?

What do you think should be done to put things right?

Date

We value your feedback and are happy to respond to you. However, if you do not wish to receive a response, please tick here:

Please note that all Autism East Midlands staff are under an obligation not to allow a complaint by a student or service user, or their families to have any bearing on the way they are treated.

Please send this form to:

The Chief Executive
Compliments and Complaints
Unit 31
Craggs Industrial Estate
Morven Street
Creswell
Worksop
Nottinghamshire
S80 4AJ

Or email it to

enquiries@autismeastmidlands.org.uk

Document Control

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Applicable To: All

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Procedure Owner: M Dyer