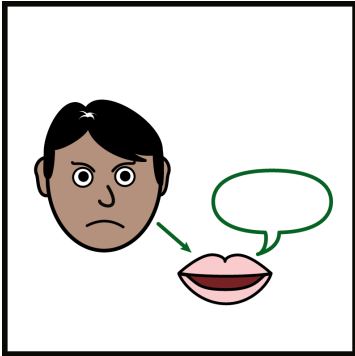


How to complain



We always try to give you the best service.



But sometimes things can go wrong.

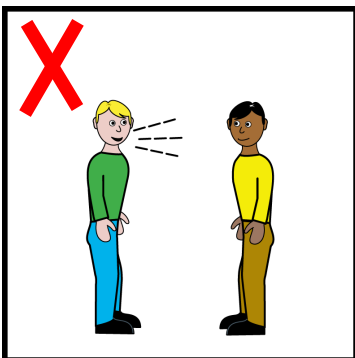
You can complain.

Complain is when you tell us you are not happy with our service.

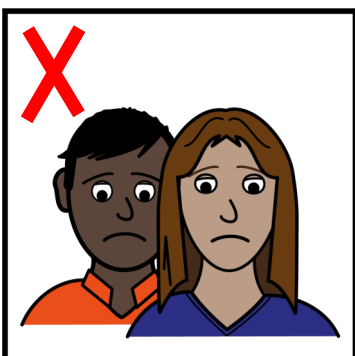


Things you might want to complain about

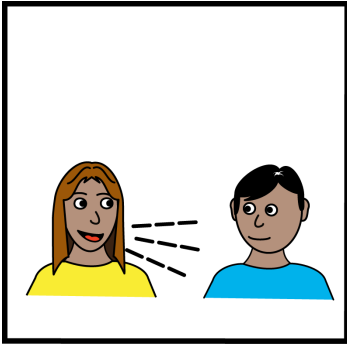
staff did not explain what was happening to you



the way staff speak to you



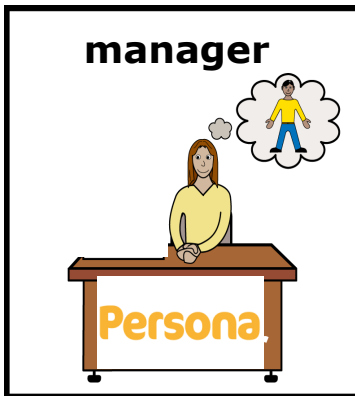
if something else about our services is making you unhappy



If you want to complain

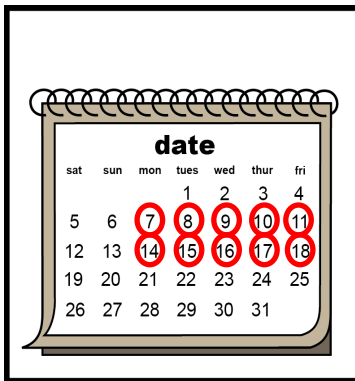
First thing to do is talk to one of our staff.

They will try to sort it out straight away.



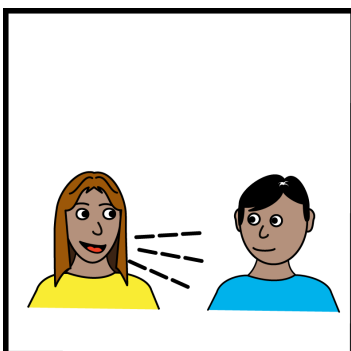
manager

If you are still not happy ask to speak to a manager.

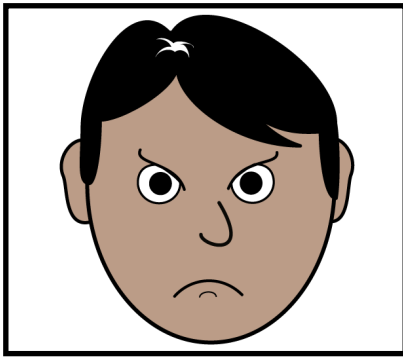


The manager will talk to you within 10 working days.

Working days are Monday, Tuesday, Wednesday, Thursday and Friday.



If it is going to take longer the manager will talk to you about it.



If you are still not happy you can make a formal complaint.



To make a formal complaint you need to talk to head office.

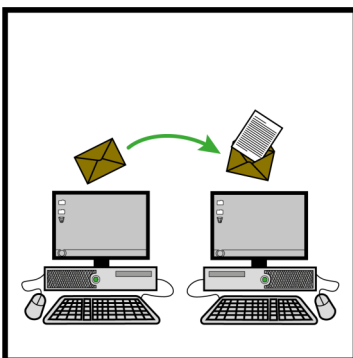
Head office is where the bosses of Persona work.

To contact head office



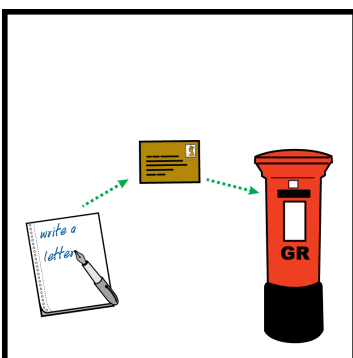
telephone

0161 253 6000



email

notifications@personasupport.org



post a letter to

Compliance Manager
Persona Care and Support
Grundy Day Centre
Wellington Road
Bury
BL9 9AH

What happens next



We will write to you to within 3 working days to say we have got your formal complaint.

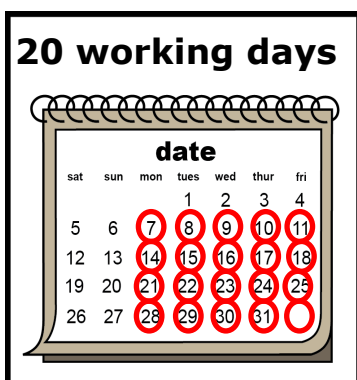


A boss will look at your complaint.

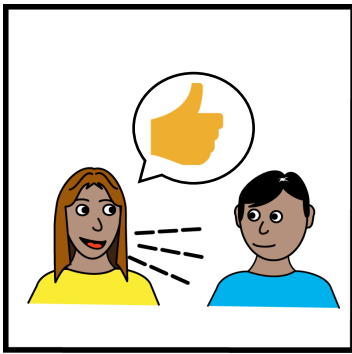
They will decide if we can help you.



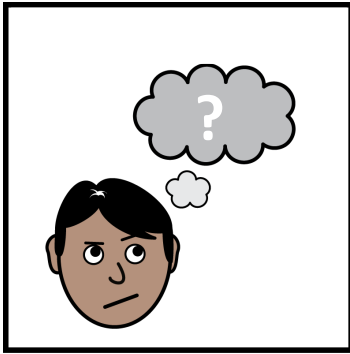
If we cannot help, you will get a letter saying why.



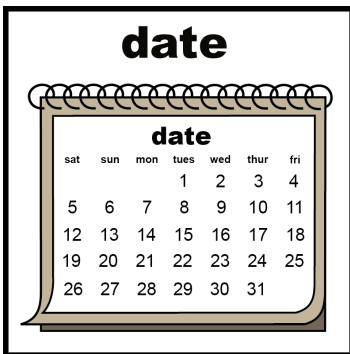
We will send you this letter within 20 working days.



If we can help with your complaint we will talk to you about:



- What we are going to do



- How long it will take

This is called an investigation.



When the investigation ends, you will get a letter saying how we can help you.



What to do if you are still not happy.

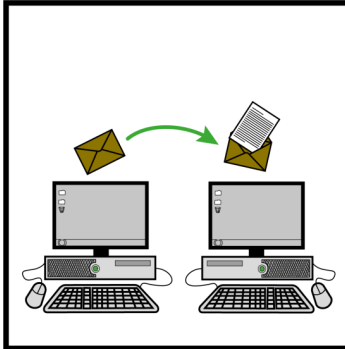
Contact Bury council and they will look at your complaint.

How to contact Bury council



telephone

0161 253 5151

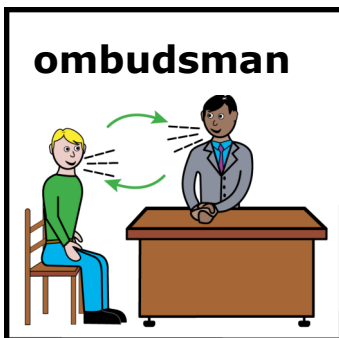


email

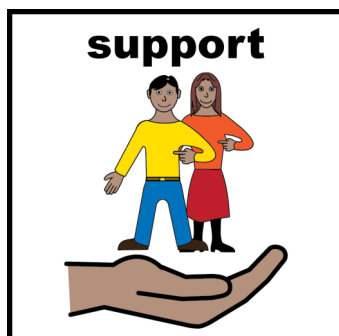
adultcareservices@bury.gov.uk

Local Government &
Social Care
OMBUDSMAN

If you are still not happy you can talk to the local government ombudsman.



The ombudsman is someone who looks at complaints and tries to help people.



Persona or the council will help you talk to the ombudsman if you need to.