

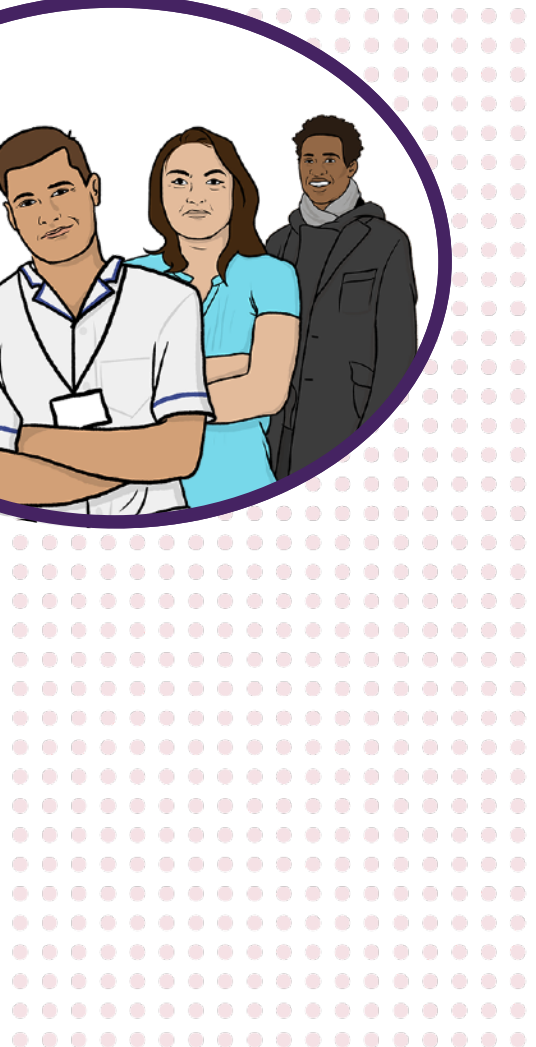


Jersey Care
Commission



Easy
Read

How to complain



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You can fill in a quick survey to say what you think about this Easy Read booklet:
<https://www.easy-read-online.co.uk/easy-read-feedback-survey>

About this booklet



This booklet is from Jersey Care Commission.



We are here to check that health and social care services in Jersey are safe, good and what people need.



Sometimes there are problems with the care given by services.



We want to know about these problems so that we can help services change for the better.



This booklet is about how to tell us about a problem or make a complaint.

Making a complaint



We will always ask you to complain to the service first.

You can make a complaint:



- About your care.



- For another person, as long as they agree.

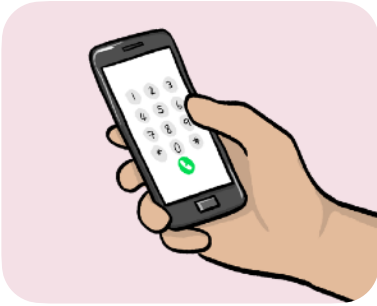


- Without telling us your name.



You can complain by meeting with us.

You can also complain by:



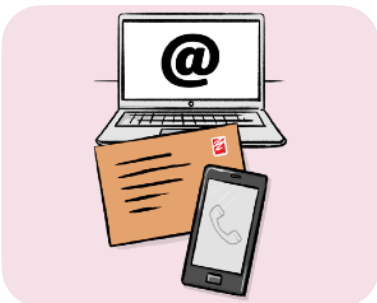
- Phone.



- Email.



- Letter.



You can find all the details about how to contact us on the last page of this booklet.



You should complain to the service that gave the care first because they can put problems right quickly.



We may look into complaints about services like day centres, care homes, care in the home, hospitals and ambulances and mental health services.



We also look into complaints about services that support children and young people.



We might be able to help you complain to the service.



If you are not happy with what the service says, or you do not want to complain to them, you can complain to us.

You should tell us everything you can about what happened, like:



- When and where it happened.



- The names of the people involved.



We will write to you to tell you what we decide.

If we investigate your complaint, we might decide that:



- Your complaint is **upheld**, which means you were right.



- Your complaint is **partially upheld**, which means that some of what you said was right.



We might also decide that your complaint was **not upheld**, which means that we did not find enough information to say whether you were right or wrong.

We will write a report about:



- What we find out.



- What will happen next.



- If the service needs to do or change anything.



We will send the report to you and the service.

Other useful information



You will not get in trouble for making a complaint.



We want to know about problems so we can fix them.



We will listen to you, respect you and take your complaint seriously.

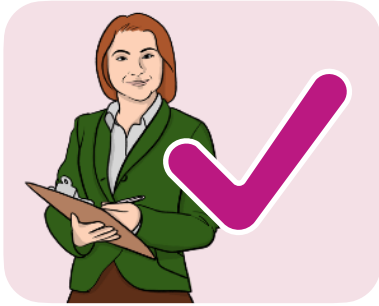


If we are worried about keeping someone safe, we will talk to social services or the police.



We will report any crimes to the police.

Complaining about us



If you want to complain about our work or someone who works for us, we will look into it and try to put it right as quickly as possible.



If you do not feel that we did enough, one of our senior members of staff will look into it.



We will write a report and send it to you.



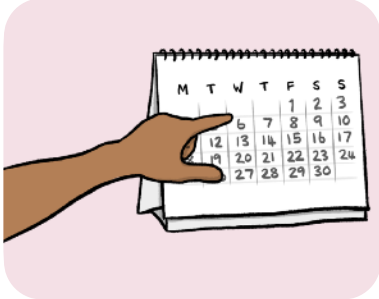
If you are not happy and want us to look into it again, you must ask us within 3 weeks, and someone different will look into it.



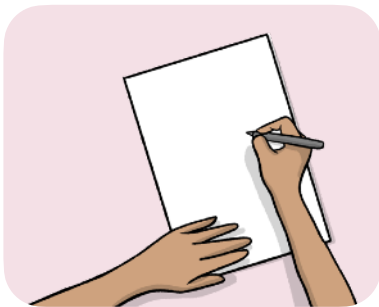
They will look at all the information and tell you if they agree, or if we need to look at your complaint again.

Top tips for making a complaint

If you want to make a complaint, you should:



- Speak up as soon as you can.



- Plan and write down what you want to say, and keep notes about who you speak to, what happens and when.



- Ask for help from someone you trust.



- Stay calm, even if you feel upset.



- Ask as many questions as you want.

Find out more



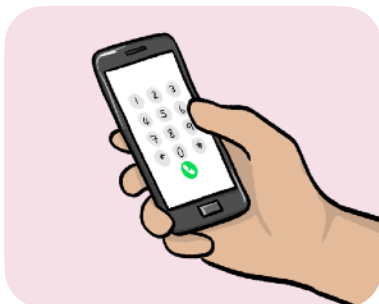
You can look at our website here:

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