

## How to make a complaint



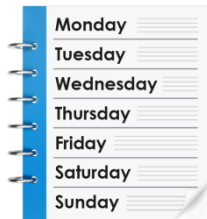
Talking with staff can make you feel better.

Staff will always listen and support you with your complaint.



Your complaint will be recorded in a log book.

Staff will make sure you have understood everything.



You will be sent a letter within 5 working days to say East Kent Mencap are looking into your complaint.



A senior member of staff will give feedback to you within 28 working days.



Staff will work with you for a happy outcome.



If you are still not happy, you can tell your Social Worker or the Care Quality Commission.