



**SECURE
HEALTHCARE
SOLUTIONS**

Making a complaint

Easy Read



SECURE
HEALTHCARE
SOLUTIONS



Secure Healthcare solution has a complaints policy



This leaflet is about how to make a complaint about our services.



- You will be treated fairly
- Making a complaint will not affect the support you receive
- We will listen and learn from your complaint



What is a complaint?



A complaint is when you feel unhappy with our service and you want a response from us

You may be unhappy because:

- ✚ We do or did something in the wrong way.
- ✚ We do or did something that should not have been done.
- ✚ We do or did not do something that should have been done.

Secure Healthcare welcomes all feedback and we want people to tell us where we go wrong to help improve our services.



Who can make a complaint and how?

- A member of staff
- A family member or friend
- A carer
- An independent advocate—someone who acts on your behalf to support you in making decisions.



Post - Suite One, Grand Station, Wolverhampton, West Midlands, WV10 0BF



Telephone: **T:** 0121 285 9449 | **F:** 0121 285 9559



Email: info@securehealthcaresolutions.co.uk



What we will do when we receive your complaint



we will let you know when we have received your complaint.



We will make sure we understand your problem.

SUNDAY
MONDAY
TUESDAY
WEDNESDAY
THURSDAY
FRIDAY
SATURDAY

Deal with your complaint as quickly as we can.



We will let you know our findings and involve you, where possible, in decisions about how your complaint is handled.