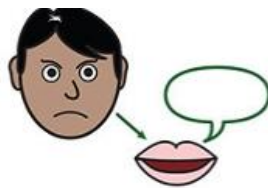


Complaints and Compliments

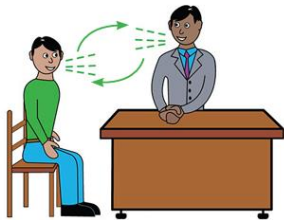


EasyRead Guide for Service Users



You might be unhappy or angry about one of our services and want to tell us.

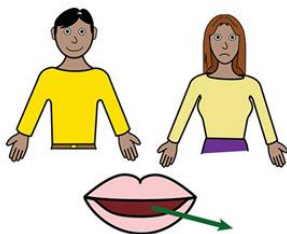
This is called a complaint.



We have staff you can contact to tell us what you think.



You might have ideas about how we can make our services better.



This can be done by making a comment.

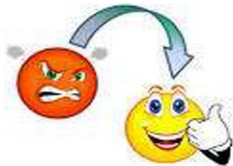
happy



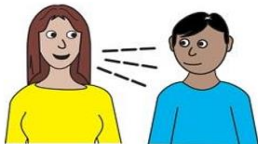
You might be happy with our services and want to tell us about the good things we have done.

We call this making a compliment.

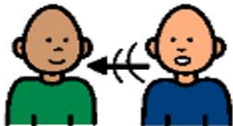
What happens if I complain?



You will not be seen as a troublemaker. We want to help put things right for you!



We will contact you within 3 working days of receiving the complaint.



We will discuss your complaint with you and agree with you how we will look into your complaint.



We will tell you what we will do and when. We will not give your personal details to anyone if you do not want us to.



After your complaint has been fully investigated, we will send you a written response.

What happens if I'm still unhappy and want to appeal?



If you are still unhappy you can complain to our Chief Executive or Chair of Trustees in writing within 5 working days who will review the appeal.



You can contact your Open Road 0844 499 1323

You can contact our centres direct:

Basildon – 01268 531435

Chelmsford – 01245 284772

Clacton – 01255 434186

Colchester – 01206 766096

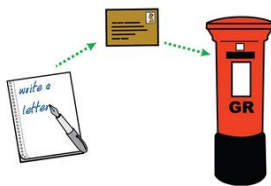
Harlow – 01279 434621

Medway Young Persons – 01634 566285

Medway Wellness – 01634 471700

or

Head Office on 01206 369782



You can also write a letter and send it to our Head Office:

Open Road
12 North Hill
Colchester
Essex
CO1 1DZ



Email: info@openroad.org.uk



Website: <https://www.openroad.org.uk/contact/>