

Have Your Say – Easy Read Version

Northamptonshire Supported Living

Saying thank you for a good service and telling us when you are not happy

Autism East Midlands supports children and adults with autism to help them lead happy and positive lives.



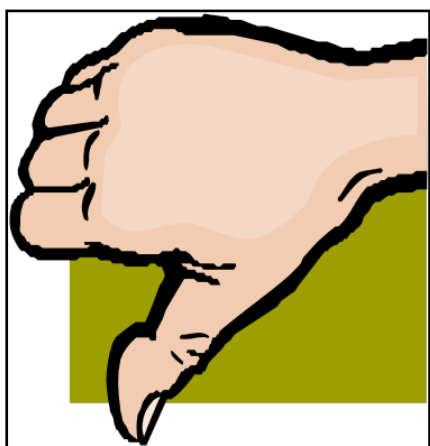
We want you to be happy with the services you get from us.

Everyone deserves to be treated with respect and fairness.
Everyone deserves to feel safe.

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This guide tells you what to do if you want to say thank you for something Autism East Midlands has done which you think is good.



This guide also tells you what to do if you want to complain about something at Autism East Midlands.



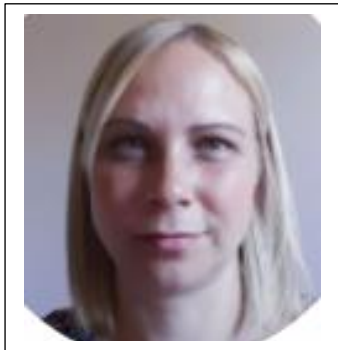
Anything you tell us – good or bad – helps us to get better at what we do

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Evan is the Manager of the Supported Living service in Northamptonshire.

Evan works for Autism East Midlands.



Zoe is the Assistant Manager of the Supported Living service in Northamptonshire.

Zoe works for Autism East Midlands.

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Adults who access Supported Living with Autism East Midlands

If you live in your own home and are supported by our staff we want you to live well, be safe and happy with the support you need.

We want you to be happy in your home and enjoy being part of your community.



Please tell us if we get this right for you.



Please tell us if we get this wrong for you.

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We want you to feel safe and supported.



Please tell us if we get this right for you.



Please tell us if we get this wrong for you.

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Having Your Say - what to do next



Saying thank you for good service.



You can tell the member of staff that is supporting you.

The staff will be pleased you have told them. They will share your comments with Evan.



You can also tell the manager Evan or the assistant manager Zoe.

Evan and Zoe will be pleased to hear your comments.

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If you prefer, you can complete the form at the back of this Guide.



You can contact us by phone on
[01909 506 678](tel:01909506678)



You can contact us by e-mail:
enquiries@autismeastmidlands.org.uk

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For complaints or saying things you want to change you can talk to a member of your support staff.



You can choose to talk to Evan or Zoe about your complaint.

If the complaint is about your support staff you can talk to Evan or Zoe.



If you want someone to help you make a complaint, we will make sure you get help.

You have the right to have an advocate or another person to help you.

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What happens next?



Evan or Zoe will tell you when to expect an answer to your complaint.

Evan and Zoe will try to do this within 3 weeks.



When you get an answer to your complaint, you can decide if this is enough or if you are not happy with the answer.

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If you are still unhappy you can make your complaint to Jane Howson. Jane is the Chief Executive of Autism East Midlands.



It is then Jane's job to deal with your complaint.



Jane will try to do this within 3 weeks.



If you are happy with the answer that is fine. The complaint will be closed.

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If you are not happy, you can take your complaint to your local authority.

Northamptonshire are your local authority.

Photo to follow

You can contact Julie Lee.

Julie is the Commissioning & Quality Outcomes Manager Learning Disability & Autism team at Northamptonshire.



You can write to Julie at:

West Northamptonshire Council
One Angel Square
Angel Street
Northampton
NN1 1ED



You can phone Julie
on 07841784962



You can also look at the
website
www.westnorthants.gov.uk

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If this still does not solve your concern, please contact

The Local Government and Social Care Ombudsman

Their job includes making sure that places like Autism East Midlands and Northamptonshire do their job properly.



The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH



Telephone

0300 061 0614 or

0845 602 1983

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If this does not solve your concern, please contact



Care Quality Commission

Their job includes making sure that places like Autism East Midlands and Northamptonshire do their job properly.



You can contact them through the Care Quality Commission website at

www.cqc.org.uk



You can telephone them on

03000 616161

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Please remember your feedback is important to us.



We will learn from what we get right.

We will also learn from what we get wrong.

So there will be a result.

Thank you

Compliment or Complaint Form

Autism East Midlands aims to provide high quality services for our students, service users, their families and other stakeholders. We welcome feedback to help us to improve what we do. Please complete this form, including as much information as possible.

Your contact details

Name

Address

Postcode

Email

Telephone

Representative or Supporter contact details (if applicable)

Name

Address

Postcode

Email

Telephone

Which is the best way to contact you?

Letter Email
Telephone

What is the nature of the feedback?

Compliment Complaint

Name of service

Supported

Living _____

*Please specify

Details of your compliment or complaint

If this is a complaint, please answer the following:

Have tried to resolve the issue informally?

Yes

No

Have you raised this concern before?

Yes

No

If yes, please can you give us brief details of how and when?

What do you think should be done to put things right?

Date

We value your feedback and are happy to respond to you. However, if you do not wish to receive a response, please tick here:

Please note that all Autism East Midlands staff are under an obligation not to allow a complaint by any supported person, or their families to have any bearing on the way they are treated.

Please send this form to:

The Chief Executive
Compliments and Complaints
Unit 31
Craggs Industrial Estate
Morven Street
Creswell
Worksop
Nottinghamshire
S80 4AJ

Or email it to

enquiries@autismeastmidlands.org.uk

Document Control

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(Northampton)

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