

# Making a Complaint

Easy Read Version





Positive Futures has a Complaints Policy.



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

## What is a complaint?



A complaint is when you feel unhappy about a service and you want a response from us.

You may be unhappy because:

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



We welcome complaints and we want people to tell us if they are unhappy – they help us improve our services.

## Who can help you make a complaint?



- A member of staff
- A family member or friend
- A carer
- An independent advocate – this is someone who acts on your behalf to support you in making decisions. You can get information about advocacy services from your local Health and Social Care Trust.

You can contact the organisation below for help and support to make a complaint.



**Patient and Client Council**  
Freepost  
Patient and Client Council  
5th Floor  
14-16 Great Victoria Street  
Belfast  
BT2 7BA



Telephone: 0800 917 0222



Email: [info.pcc@pcc-ni.net](mailto:info.pcc@pcc-ni.net)

## What should you do if you are unhappy?



Speak to a member of staff or a manager.



We can usually answer your questions and put things right quickly.

## If you are still unhappy, what can you do?



You can talk to a member of staff or a manager.

A member of staff can support you to make your complaint.



You can also write to:  
The Executive Director  
2b Park Drive  
Bangor  
BT20 4JZ



Telephone: 028 9147 5720



Or email: [complaints@positive-futures.net](mailto:complaints@positive-futures.net)

## What we will do



**When you make a complaint we will:**

Let you know we have received your complaint.



Make sure we understand what the problem is.



Deal with your complaint as quickly as we can.





Let you know what we have found.



We will involve you, where possible, in decisions about how your complaint is handled.



We can support you to understand what is happening at each stage.

## Our promise to you



You will be treated fairly and receive support throughout the complaint.



Making a complaint will not affect the support you receive.



When mistakes happen we will acknowledge them, apologise, explain what went wrong and put things right.



We will listen and learn  
from what you say if you  
complain about services.

## If you are not happy with our response



If you are not happy with our process, you can ask us to review how we handled your complaint.



You can also talk to your local Health and Social Care Trust who arranged for you to be supported by Positive Futures.

You may also be able to speak to RQIA or the NI Housing Executive (Supporting People) if they are involved in the service you receive.

You can do this by writing to:



**Regulation and Quality Improvement Authority**

7th Floor Victoria House  
15-27 Gloucester Street  
Belfast  
BT1 4LS



Telephone: 028 9536 1111



Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)



## **Supporting People**

2 Adelaide Street  
Belfast  
BT2 8PB



Telephone: 0344 892 0900



Email: [supportingpeople@nihe.gov.uk](mailto:supportingpeople@nihe.gov.uk)

You can also contact the NI Ombudsman.

You can do this by writing to:



The Ombudsman  
Freepost NIPSO  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN



Telephone: 0800 34 34 24  
(this is a Freephone number)



Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

POSITIVE FUTURES 

**Head Office**

2b Park Drive, Bangor, BT20 4JZ  
028 9147 5720

[www.positive-futures.net](http://www.positive-futures.net)

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