



Complaints & Compliments Guidelines

Easy to read

Your designated complaints officer:

- Name:
- Phone no :
- This is your complaints officer:



Insert Picture here

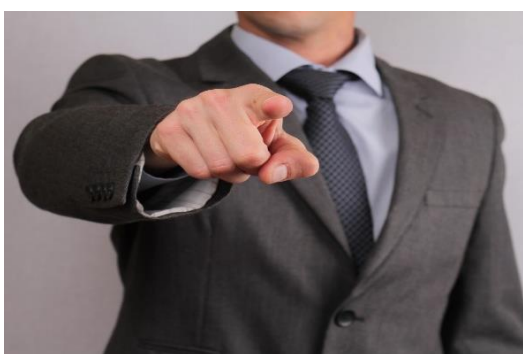
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Aim of this booklet



This is an easy read information guide on the compliments and complaints policy.



It can help you know about how to make a complaint and what happens if you do.



You can read this by yourself or with someone else.



This could be a staff member, family member or friend.

Who is this booklet for?



You, so you know what the Compliments and Complaints Guidelines are in Avista.



Anyone who wants to know about the Compliments and Complaints Guidelines in Avista.



Staff members can use this booklet too.

What are guidelines?



Guidelines are rules or instructions that help people know what to do.



They give you advice on the best way to do something.



They help keep people safe or make sure tasks are done well.



Guidelines can be used in many places like schools, work or healthcare.

What is a compliment?



A compliment is a kind or positive thing you say about someone or something.



We give compliments when we like how something looks or how something is done.



An example of a compliment is when someone tells you "Good job!"

What is a complaint?



A complaint is when you talk about something that makes you unhappy.



It can be about a problem or something that isn't right.



Complaints help others know when something needs to be fixed or improved.

How complaints will be dealt with.



Staff will listen to you carefully.



Staff will deal with the complaint privately & only tell people who will help to solve the problem.



Staff will treat every complaint with respect.



Staff will support you to make a complaint and offer you help.



Staff will give you information about how your complaint is being managed.

What to do if you have a complaint?

Enter picture of complaints officer here

Speak to your complaints officer.



Your complaints officer will listen & try to solve your problem within 1 day.



They will speak to their manager if they can't solve it.



If they still can't solve it they will talk to the Assistant CEO.



If your complaint still isn't solved, you can give your complaint to the Ombudsman. The Ombudsman works for the President who deals with complaints.



Guidelines for staff

- The aim of this book is to ensure that the people we support are aware of Avista's Guidelines for making a complaint.
- This book should be explained to the person by their key worker or another familiar member of staff.
- Use this booklet as a part of a total communication approach, using simple language, signs and gestures which support the person's level of understanding.
- Make sure you're in a quiet environment when reading.
- Point to each picture while you read a sentence, this will support the person's understanding of what is being discussed