

***Compliments &Complaints Easy Read Version***



**At Extern we want you to Know that this is Your Service Your Say, We would like to hear from you.**

**We want to give you the best service we can. We want to make sure that we do a good job when we support you. We want you to tell us what you think of our services.**



Give a **compliment.** What was good?

Make a **complaint.** What was not good?

***What are compliments and complaints?***

**A complaint is when you feel unhappy about something. We welcome complaints and we want you to tell us if you are unhappy as this will help us improve!**

**A compliment is when you feel happy about something. It is also important for us to know when we do things right, it can help us make things better for everyone!**



A compliment or a complaint can be about:

* The service that Extern provides
* Our Staff
* How you were supported
* Something else



We will:

* Try to help you
* Be kind
* Be quick
* Tell you what will happen
* Tell you how long it will take

**We want to hear from you**

|  |  |
| --- | --- |
| **Talk to your keyworker or another staff member** |  |
| **Call** 086 0082042 Bryan Gough  048 90840555 Head Office | Image result for phone |
| **Email** [bryan.gough@extern.org](mailto:bryan.gough@extern.org)  [compliments@extern.org](mailto:compliments@extern.org)  [complaints@extern.org](mailto:complaints@extern.org) | **Image result for email** |
| Write it down and give it to a staff member or leave it in the feedback box provided at Mishnoc | **Image result for form** |
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You can ask a staff member, friend or family member to help you in making a complaint, or a compliment

**Complaint:**

Your complaint will be private. This means we will keep all your details safe. The complaint will be dealt with as quickly as possible, and you will be kept informed at all times!

**What are the stages of a complaint?**

There are two different stages within the complaints procedure.

1. Local resolution: This is when the complaint can be dealt with in Miscnoc by Bryan

2. Organisational Review. This is when it cannot be dealt with by Bryan, or if the person making the complaints would like it to be formal, so it is sent to his manager.

**Compliment:**

Your compliment will be acknowledged, verbal compliments will be acknowledged verbally. Written compliments will be responded to in writing in about three weeks.

