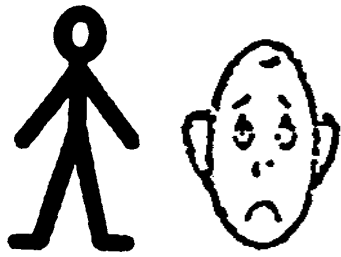


Complaint Procedure



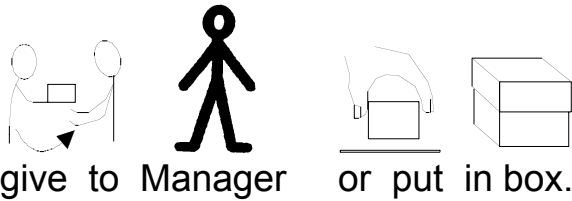
Person is unhappy.



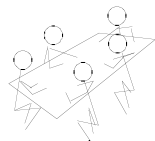
Write complaint on a form -



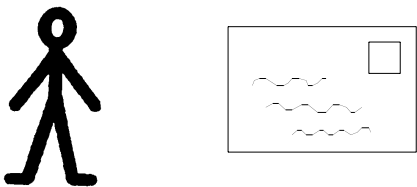
you may need help from your keyworker -



give to Manager or put in box.



Complaint will be read at meeting.



Person will receive a letter

Appendix 1

MODEL

STAFF AVAILABLE TO DISCUSS COMPLAINTS/CONCERNS OR WORRIES ARE:

Manager - Andrew Duckworth
Senior Co-ordinator/Assistant Manager Doreen Paisley
Support Service Co-ordinator (SC2) - Angela Czerny
Programme Co-ordinators (PC2) - Howard Williams

USEFUL ADDRESSES AND CONTACTS ARE:

Chair, Service Support Committee - Diane Foreman
Director - Services - Richard Mills

THE NAME AND ADDRESS OF THE LOCAL AUTHORITY
INSPECTION/REGISTRATION DEPARTMENT:

Lesley Ziants
Inspection Unit
Social Services Department
County Hall
TAUNTON
Somerset
TA1 4DY

Tel: 01823 335285 Fax: 01823 357900

THE NATIONAL AUTISTIC SOCIETY
MANAGER'S GUIDANCE MANUAL

SECTION EIGHT: GENERAL OPERATIONAL POLICIES
AND PROCEDURES

8.4 SERVICE USER PROTECTION PROCEDURE
INCLUDING COMPLAINTS

