

“**Advonet**
Providing independent advocacy
& related support”

**Giving feedback about
Advonet services**



Making a Compliment

Compliment



If you are happy with the support and service you get we would like to know.

This is called a compliment.

We would like to hear everyone's compliments so we can tell staff when they are doing something well.

share



We may share this information with other people to show the good things that are happening.

form



To make a compliment you can fill in the form that comes with this booklet or ask your advocate's line manager for an advocate to help you.

Making a Complaint

complaint



If you are unhappy with the support or service you get you can tell someone.

This is called making a complaint.

better services



We would like to hear everyone's complaints so we can make things better for you and our services.

If you complain it will not affect the service or support you receive.

Who will know about my complaint?



- The person you report your complaint to
- The manager who investigates your complaint
- The Contracts and Quality Manager (or the Chief Executive if your complaint is about the Contracts and Quality Manager)
- The Board of Trustees
- Anyone else you choose to tell.

Form



How do I complain?

Talk to your advocate or ask to talk to their manager. They will try and help you sort out the problem.

You can fill in the form that comes with this booklet or ask your advocate's line manager for an advocate to help you.

We will try to make things better using something called a complaints procedure.

questions



To do this someone will come and talk to you.

This person may ask other people some questions. They will agree with you how long this will take.

Letter



They will send you a letter with an answer or they might want to talk to you about the answer.

If you are happy with the answer nothing else needs to happen.

unhappy



If you are still unhappy you can ask for your complaint to be looked at again.

problem



Someone else will look at your complaint. They will look at what has already been done to try and sort out the problem.

They might talk to you about it and ask other people some questions.

Letter



They will write their answer in a report and send it to the Chief Executive or a Trustee if your complaint was about the Chief Executive.

The Chief Executive or Trustee will agree with you how long this will take.

happy



If you are happy with the answer nothing else needs to happen.

trustees



If you are still unhappy you can ask the Chair of the Board to look at the complaint again.

He will ask three people from the Board to look your complaint. They will agree with you how long this will take.

three people



These three people will:

- Look at how your complaint has been handled already
- Read the answers you've already had
- Talk to people involved in your complaint, this may include you.

letter



They will write to you or they might ask to talk to you instead.

We hope you will be happy with this answer.

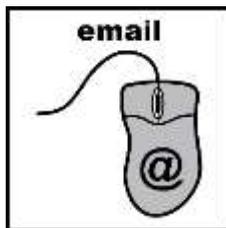


If you are still not happy you can complain to the Charity Commission. If you need help to do this, please ask us.

Contact details



You can phone Advonet:
0113 244 0606



Email us:
office@advonet.org.uk



Or send your form to us:

Advonet
Unity Business Centre
26 Roundhay Road
Leeds
LS7 1AB

If you want to write to the Charity Commission, send
your letter to:



Charity Commission
PO Box 1227
Liverpool
L69 3UG