

SERVICE USER - COMPLAINTS CHARTER OF HUMAN RIGHTS

It is my right:

- ✓ to complain if I am not happy about something
- ✓ to expect that my complaint will be listened to
- ✓ to receive help if I need to put my complaint in writing
- ✓ to expect that my complaint will be investigated (looked into) with an open mind and without the person investigating having preconceived ideas about the validity of my complaint (haven't already decided if I have a need to complain)
- ✓ to have my complaint dealt with in a reasonable time and for me to know what that timeline is
- ✓ to expect that there will be an outcome from my complaint (even if I don't agree with the decision)
- ✓ to have an advocate to support me in making my complaint if I want or need one
- ✓ to have an interpreter, documents in other formats or any other supports that I need to be able to follow through with my complaint
- ✓ to use external complaints processes and to be told who they are
- ✓ to have my complaint dealt with by someone who is authorised to make decisions
- ✓ to expect that I will not be treated differently, be refused services or in any other way discriminated against because I made a complaint
- ✓ to expect I will not be treated differently, be refused services or in any other way discriminated against because someone made a complaint against me
- ✓ to expect that I will not be treated differently, be refused services or in any other way discriminated against because someone made a complaint about something affecting me
- ✓ to have information relating to the complaint treated with confidentiality (except where people need to know)
- ✓ to know what has been decided, by whom and anything that is going to change as a result of my complaint
- ✓ to be told what I can do if I am not happy with the decisions made by the service provider
- ✓ to expect that my complaint will be recorded as forwarded to management as part of the process of improving the service for everyone