SOL
your life, your choice

How to make a complaint

Making a complaint

SOL would like to know how you are and if you are **happy with your service**. Is there anything **we can do to help**?



If you are not happy with the way you are being supported by SOL, you need to **tell someone you trust**.



The people you can speak to can be:

- Support Worker
- Service Manager
- SOL Managers
- Friend
- Family Member
- Advocate



They will listen to you and try to sort out your problem.



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They will **help you to write a letter** or meet with a manager and **they can be with you** when you meet with a person from SOL.



You can also contact one of our **senior managers** in the SOL office. They are **Ashleigh, Craig and Kat**. They can also **help you with your complaint**.



You can call our office and **ask to speak to them.**

Our office phone number is 01698 276206



SOL want to know what you think and feel. **It's OK to tell us!**

As soon as you do tell us, we'll start to **find out what's happened** and **if we can help**.



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After you have made your complaint, **the organisation will let you know that they've received your complaint** and that they are **looking into it.**



After we have investigated what has happened, **we will arrange a time to meet you so we can discuss what we've found out.**



This meeting should happen **no more than three weeks after you have made your complaint.**



If you aren't happy with our findings then you can contact SOL and **arrange a time to speak to Donna, our Director.**



If you are **still not happy** then you can **contact the Care Inspectorate** and they will look into it for you.

care inspectorate

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Steps to take...

1. Tell someone.



2. Let the organisation know so they can look into it for you.



If you aren't happy with the outcome of your complaint

3. Arrange a time to meet with our Director, Donna.



4. Contact the Care Inspectorate

care inspectorate

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care inspectorate

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