



SharedLives

How to make a complaint





What is a complaint?



A complaint is when you tell someone you are unhappy about something. Something bad might have happened and you want to tell people about it.



If you are unhappy about something you can talk to someone you know well. You can talk to your carer, a member of your family, or day opportunities staff.



If you are unhappy with your shared lives carer or something they have done you have a right to complain.



If you don't want to talk to your carer you can talk to your shared lives placement officer or your social worker.



How do you make a Complaint



You can make a phone call.



You can talk to your shared lives placement officer or social worker.





You can send an email.



You can Write a letter.



If you are not happy with the outcome or how we have dealt with your complaint you can make a formal complaint.

How to make a formal complaint



You can contact the Royal Borough of Greenwich complaints officer.



You can call the Royal Borough Of Greenwich switchboard on 0208 854 8888.



You can visit the Royal Borough of Greenwich website www.royalgreenwich.gov.uk and click on **Report a problem.**



You can write to:
Complaints and Feedback
The Woolwich Centre
35 Wellington Street
Woolwich SE18 6HQ.



The complaints officer will look at your complaint within 15 days.



If the complaints officer can not look at your complaint within 15 days they will send you a letter and give you a date when they will look at your complaint.



If you are not happy with the outcome you can ask the complaints office to review your complaint.



You can also contact the Care Quality Commission at CQC National Customer Service Centre
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Fax: 03000 616171

How to contact us

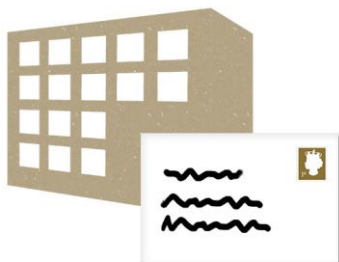


Tel 0208 921 6120

Email shared-

lives@royalgreenwich.gov.uk

**Web [www.Royalgreenwich.gov.uk/
sharedlives](http://www.Royalgreenwich.gov.uk/sharedlives)**



**Royal Greenwich Shared Lives
2nd Floor
The Woolwich Centre
Woolwich
London SE18 6HQ**

Words we use in Shared Lives and what they mean.



Shared Lives Carers

The people you stay with on respite breaks or live with. Shared Lives Carers are chosen and trained by Royal Greenwich Shared Lives.



Shared Lives Worker

The person who gives information and advice to your Carers and makes sure your Placement is going to work okay for everyone.



Social Worker

This person works for Social Services and is there to support you. They organise things that you might need like day opportunities and transport. You can contact your Social Worker if you are worried about anything and do not want to talk to your Carer.



Care Quality Commission

The Care Quality Commission or CQC check all adult social care services in England. CQC check that services like Shared Lives give you good care.



Complaints Officer

All councils have a department that looks at complaints. The complaints officer looks at your complaint and will find out what happened.



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