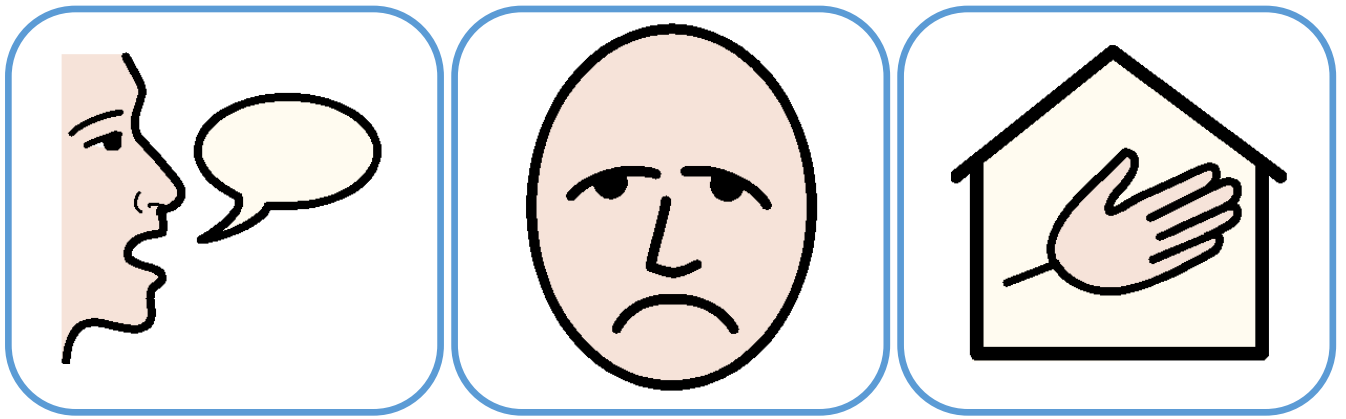
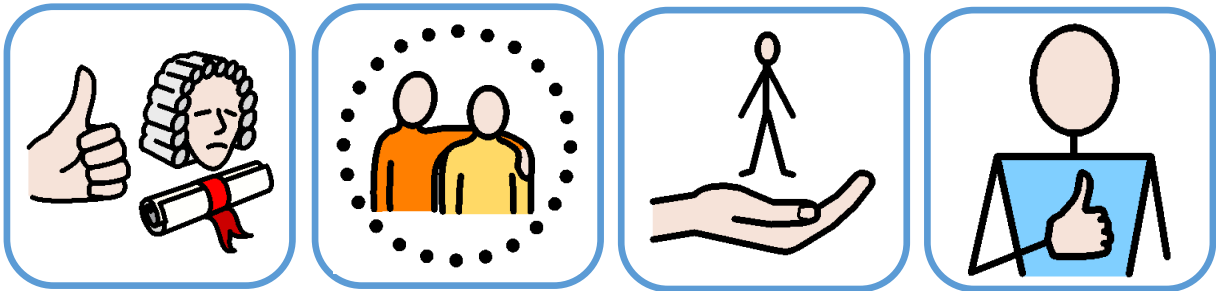


How to make a complaint

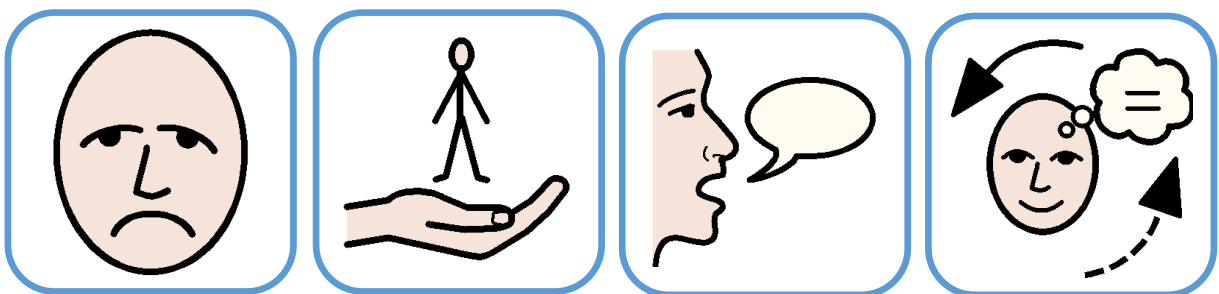


Your rights



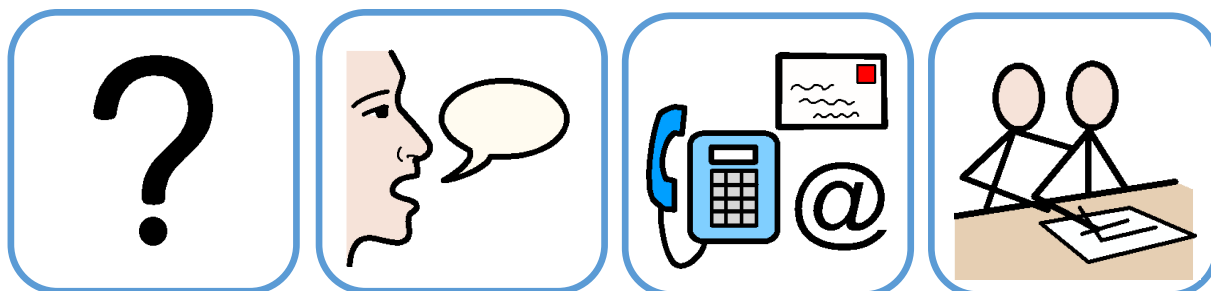
Here at Silva Care you have the right to a safe, caring and supportive service that you are satisfied with

If you are unhappy

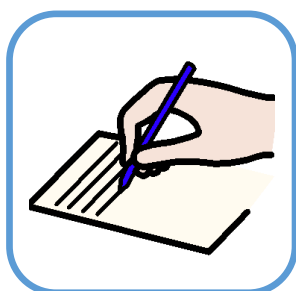


If you are unsatisfied with the support you have received we want you to tell us so we can solve the problem and you can be satisfied again

How to contact us



If you need more help you can ask
your support worker



23, Osprey Court, Bristol BS14 0BB



We can visit you at your home

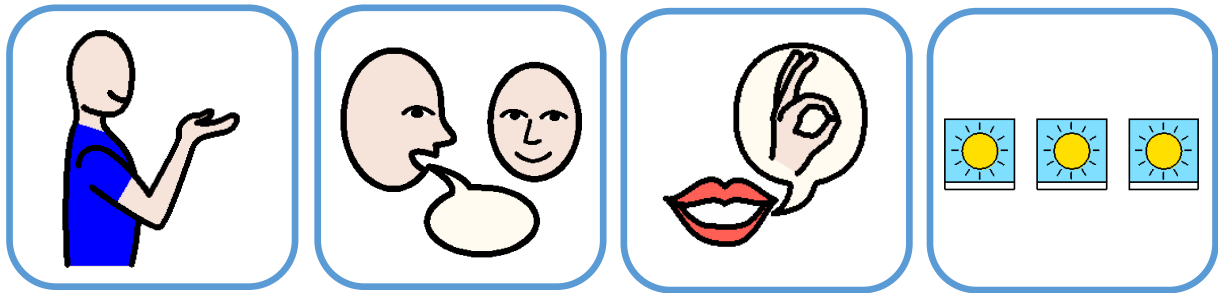


01179 562 411

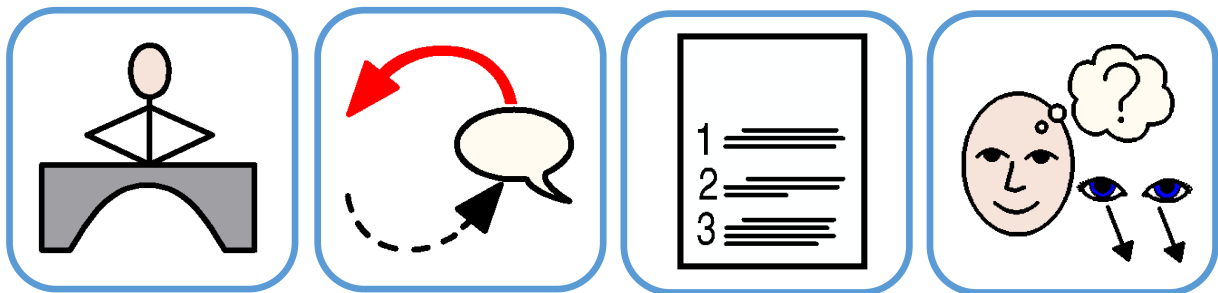


<http://silvacare.org.uk/contact-us/>

What happens next?



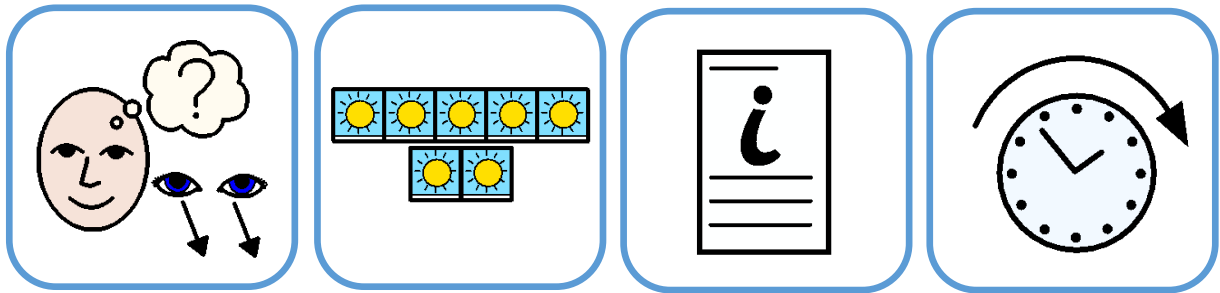
We will acknowledge your complaint within 3 working days



A manager will respond to your complaint or comment

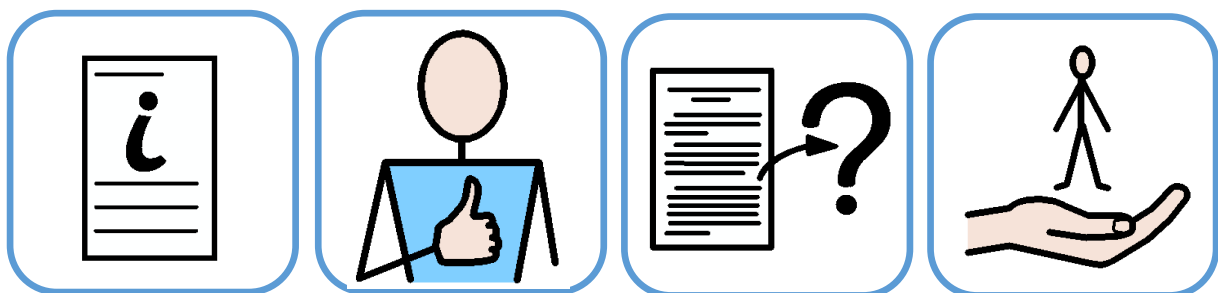
The manager will make a plan with you about how they will investigate the issue and make sure you are satisfied with it

The investigation



The investigation should take 7 working days for the manager to complete and report back to you

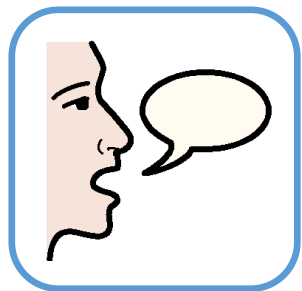
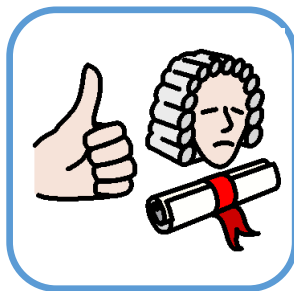
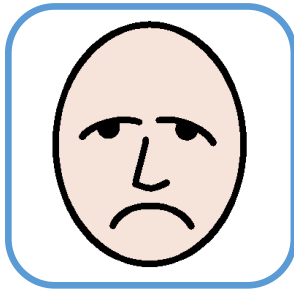
If it is going to be longer we will let you know



We hope you will be satisfied with the outcome of the investigation and the problem will be fixed

Then we hope you continue to access your service at Silva Care

If you are still unsatisfied



If you are unsatisfied with the outcome of the investigation you can tell the local authority or CQC



Bristol – Adult Care
0800 0029227



South Gloucestershire –
Duty Desk – 01454 868007



Care Quality Commission—
03000 616 161

