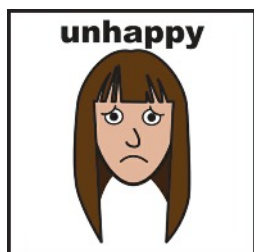


What to do if you are unhappy about something



You might have a problem with the service you get from Avalon. If you do, we want to help you understand what can be done about it.



The best way to solve a problem can often just be talking to someone. You can speak directly to your area's Locality Manager by telephone, or have a face-to-face meeting. The contact details for your area are at the back of this leaflet.



If you are still unhappy you have the right to make a written complaint. You can use the tear off slip at the back of this leaflet to write your complaint. Alternatively you can send a letter or email with the details of your complaint, to your local office contact address.



We will support you to get help from a family member or an advocate if you need it.



Other ways to make a complaint include: Writing to the Avalon Head Office, contacting your Care Manager or Social Worker at your local Social Services Office or contacting the Care Quality Commission on 03000 616161 or by post: CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

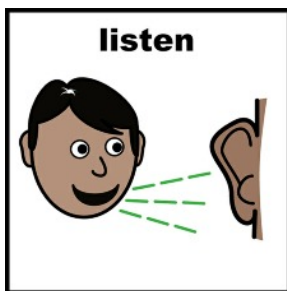


You can also take your complaint to the chairperson of Avalink, who will support you through the complaints process.

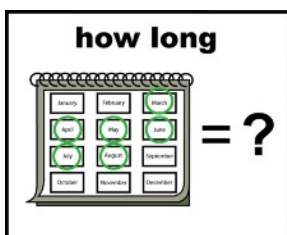


It's not always easy to make a complaint as you may worry that you could lose your support service or home, or may even get into trouble.

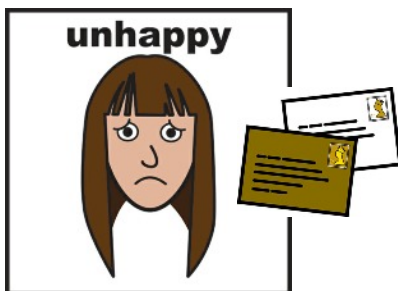
You will not get into trouble for making a complaint, and it will not affect your service. You should feel confident that the Avalon complaints process is in place to help you.



It doesn't matter how big or small your problem with the service is all complaints will be listened to and taken seriously.

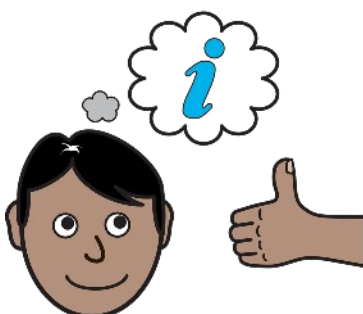


We will tell you within 3 working days that we have received your complaint, and give you any extra information we can share. Within 28 days we will tell you what we have done to solve your complaint.



If you are still unhappy you can appeal to our Chief Executive, Larry Hollando, and our Board of Trustees.

You can send your appeal to: The Avalon Group, 6 Grove Park Court, Harrogate, HG1 4DP



The contact details for your local office are on the back page of this leaflet. The next page is a tear off form which you can fill in and send to your local office if you want to make a complaint.

If you would like any other information please contact our Head Office on 01423 530053 or email enquire@avalongroup.org.uk



Name:

Telephone No:.....

Address:

.....

Signed:Date:

My complaint is:

The outcome I would like to see is:

Your local office contact details

Avalon Doncaster

113 Thorne Road
Doncaster
DN2 5BQ
email: doncaster@avalongroup.org.uk
telephone: 01302 739178

Avalon Harrogate

6 Grove Park Court
Harrogate
HG1 4DP
email: harrogate@avalongroup.org.uk
telephone: 01423 530053

Avalon Northallerton

277 High Street
Northallerton
DL7 8DW
email: northallerton@avalongroup.org.uk
telephone: 01609 783883

Avalon Scarborough

109 Tennyson Avenue
Scarborough
YO12 7RF
email: scarborough@avalongroup.org.uk
telephone: 01723 356540

Avalon Skipton

Spring Bank House
High Street
Skipton
BD23 1JZ
email: skipton@avalongroup.org.uk
telephone 01756 793129

Avalon Teesside

Lysander House
Falcon Court
Preston Farm Estate
Stockton-on-Tees
TS18 3TX
email: teesside@avalongroup.org.uk
telephone: 01642 633556

Avalon West Yorkshire

1st Floor
Dewsbury Business Centre
9 Wellington Road
Dewsbury
WF13 1HF
email: dewsbury@avalongroup.org.uk
telephone: 01924 439913

Avalon York

17 Clifton Moor Business Village
James Nicholson Link
Clifton Moor, York
YO30 4XG
email: york@avalongroup.org.uk
telephone: 01904 693104