

# FEEDBACK & COMPLAINT PROCESS

## PLAIN LANGUAGE VERSION

Feedback is when you make comments or say how you feel about something. It could be something that you like or something you don't like that involves CLNH.

A complaint is something you are not happy about. It could be about the support you receive, a problem you have, or something you want to be changed involving CLNH.

If you want something to change in the supports you are receiving, or have a complaint, you need to tell someone so things may change.

You have the right to do give feedback or make a complaint about CLNH and we must listen and answer.

What does giving feedback or making a complaint look like?

Talking to a support worker directly can be the simplest and best way to get heard and have your issues addressed for concerns or problems. It might just be a matter of "Can we talk?" If you do not want to talk to your support staff or do not feel comfortable doing this about your concern or complaint, you can talk to that person's supervisor or boss.

We understand that you may be angry or upset, but it is important, to tell the truth respectfully, so that important information is not lost or misunderstood. False complaints or complaints made just to get someone in trouble but that is not true will not be investigated.

You have the right to have an advocate of your choice help you in making a complaint.

What does CLNH do when feedback or a complaint is made?

All staff members are responsible to support people and part of that is listening to what individuals have to say and also helping to solve problems in a fair and timely manner.

All complaints are taken seriously and CLNH will fairly handle problems so that people making complaints feel safe and respected.

Your feedback and complaints will be written down and reported to the right people at CLNH who will look into what you have said and try to come up with a solution.