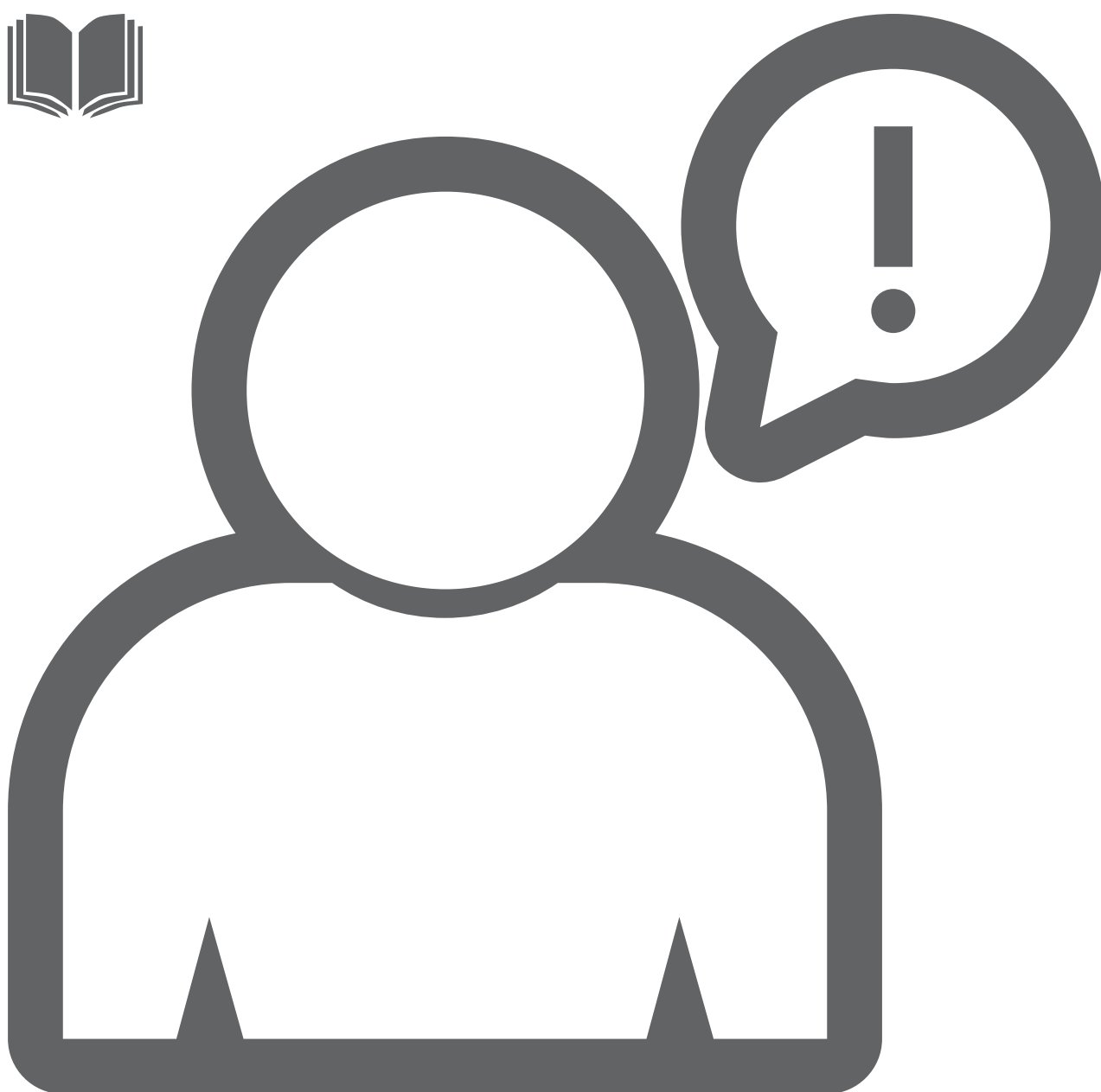




Complaints Policy (Easy Read)

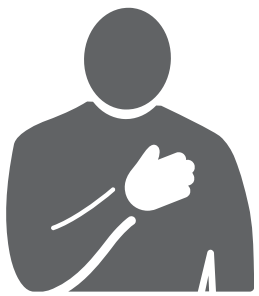




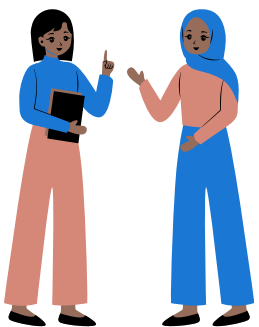
Why do we have a Complaints Policy?



MioCare welcomes good and bad feedback. This policy is about how you can make a complaint.



We aim to get things right first time, but we know sometimes we may make a mistake. If we do, we will be open and honest about it.



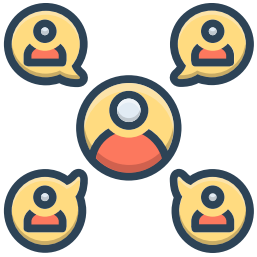
If you are thinking of making a complaint, you can talk to any MioCare staff member. They can tell you more about how to do this.



We take complaints seriously, and we use them to learn and improve.



Who can use this Complaints Policy?



This policy is for people who receive care and support from MioCare, as well as their families, partners, and the public.



We make this policy available to everyone, including on our website: miocare.co.uk



You can ask someone to make a complaint for you, if you do not want to do it yourself.



During the complaint process, we can talk with that person. We will communicate with you the way you want us to.



What can you complain about and how do you make a complaint?



You can complain about any part of MioCare. You can do this in different ways, including...



Talking to a member of MioCare Group staff



By email:

ComplaintsMioCare@oldham.gov.uk



In writing:

[Ena Hughes Resource Centre](#)
[Ellesmere St, Failsworth, M35 9AD](#)



Via telephone on [0161 770 8777](tel:01617708777)



What happens once a complaint has been made?



Your complaint will be looked into by a manager and you will get a response.



Stage 1: 'Find a solution'

Our aim is to find a solution to any complaint within 10 working days.



Stage 2: 'Appeal'

If you are unhappy with the solution we find, you can appeal. We will then look at your complaint again.



Seeking further advice

If you are still unhappy with the solution, you have the right to ask people outside of MioCare for further help and advice.



Keeping your information private and confidential



Our Complaints Policy follows the rules of The Equality Act (2010).



We will only share your complaint with people who can help us find a solution, or who can help us better understand.



After we have found a solution, will your complaint, we will keep a record.



Afterwards, we use information from complaints to learn from them. But we take out people's names before we do this.



If you have a concern about how MioCare uses your information, you can report this to the Information Commissioner's Office.