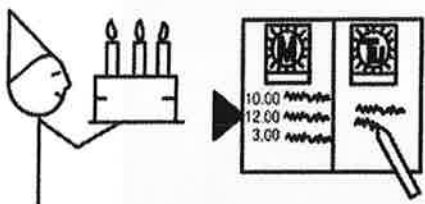


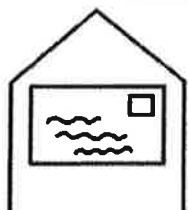
Complaints Procedure Workbook



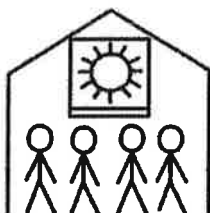
Name



Date of birth



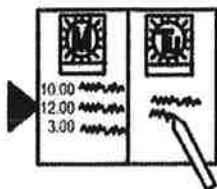
Address



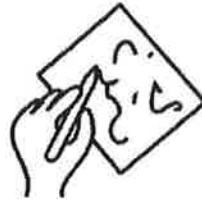
Workplace or day centre.



Who is helping you with this workbook?



Today's date.



Write or draw about what happened.



Where
was it?







Who
was
there?



What
are you
unhappy
about?



Who have
you told
about it?

			
Where was it?	Who was there?	What are you unhappy about?	Who have you told about it?



What do you want to happen?



Write or draw.



What are your ideas?



Write or draw.



What has been the answer to your complaint?



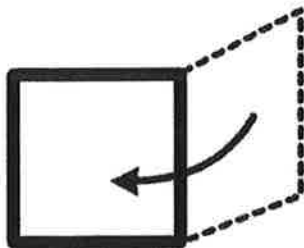
write or draw



Are you happy with the answer?



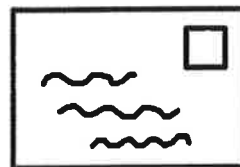
yes



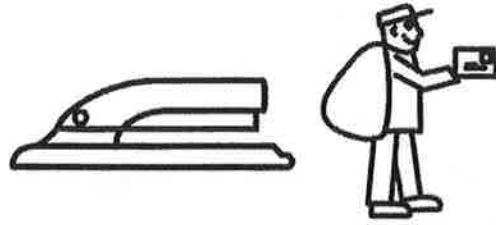
Good, then it is finished.



no



You need to write a letter.

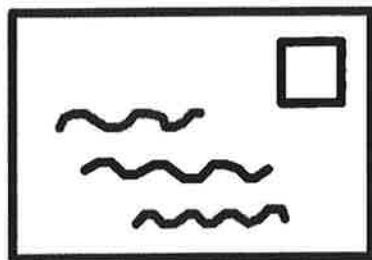


Staple a copy of your letter here.

A large, empty rectangular box with a thin black border, intended for stapling a copy of a letter.



Write or staple a copy of your letter.



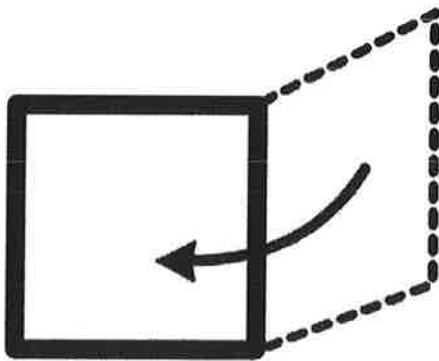
Send your letter to this address.



Are you happy now?



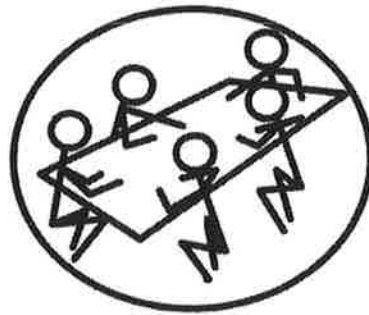
yes



Then it is
finished.



no



A special
meeting will
hear your
complaint.