

P3

Getting Your Voice Heard

Did we get
it right?

Did we get
it wrong?

Tell us!

We value everyone who uses our services and we welcome your compliments, suggestions and complaints

0115 8508190 www.p3charity.org

From time to time there are things that can happen around you that provoke a strong response and reaction. You might feel angry; upset or frustrated and know that you need to do something about it.

The first thing to do is prepare your thoughts and ideas. Ask yourself these questions:

- What change do I want to make?
- What will be different if I get my voice heard?
- What is my goal?

Next, identify and talk to a member of the P3 team who will help you get your voice heard and find the right solution for your concern.

If you wish to make a complaint about a service we have delivered or the way in which it was delivered, follow the 3 stages.

STAGE 1

Tell your support worker or their manager about your dissatisfaction and they will try and put things right.

STAGE 2

If resolution is not possible and/or you feel your complaint has not been satisfactorily resolved, write to the Service Coordinator or complete the complaints form. Your complaint will be acknowledged within **three days**. A senior member of staff will investigate the complaint and provide a written response within **20 working days**.

STAGE 3

If you are not satisfied with the Stage 2 outcome you should appeal in writing within **14 days** of receipt of the written response to the Head of Service. A further review will then take place and a written response will be provided within **28 working days**.

If you have any suggestions or are happy with the service you receive then please let us know. It's useful to us to hear what we're doing right. Your experience with P3 will help us to shape and improve our services.



Talk to us!

Contact: **P3 Chief Operating Officer Eagle House, Cotmanhay Road, Ilkeston Derbyshire DE7 8HU 0115 8508190 www.p3charity.org**