

**BR3AKFREE PICTORIAL COMPLAINTS PROCEDURES**





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| **Name**https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcSRZPQWNWlN_Dc0nwEYrBzefd1zuHzT57AWzyD2ZW4yz2Z3P3nTB275_A |  |
| **Date of Birth** https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcRZBV3Og7gtjU9mQpg65Dlm1nw48qUzxMfRsJTHuGThgUYDcBiyrfyONtU https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcRrkmywV3EzWVIQao-MHNamTWseGiqLfLDIjkygqWQuGv7wvefrxUm13g |  |
| **Home Address**https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcSbfA9Mc69fzroD8I4OYRjPG1Tboyy_Jg7pyVrrBqixyZByXas284U8jg https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcSj0GC9LQxvMafBvrvPAeStj-Eyyx1F1DKcvtgDFQbOsDypfE1KSrId8-8 |  |
| **Business Address**https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcSj0GC9LQxvMafBvrvPAeStj-Eyyx1F1DKcvtgDFQbOsDypfE1KSrId8-8 |  |
| **Who is helping you with this form**https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQ7SC0jA9Soqf5oHJv3DN_l_54remION3qFfw89GRILJX4qVhFIsBkCyoPS |  |
| **Today’s Date**https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcRrkmywV3EzWVIQao-MHNamTWseGiqLfLDIjkygqWQuGv7wvefrxUm13g |  |
| **Signature**https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcSLPdoZvs72v4ceGcgGTPLq2FfWWBj7VhUPuswa0Ihcd5i869dCc3rmwA |  |

#  https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcRGhAupXgbiGzLvD3h3DJ0_LfyK60nTYCarXwgrcPTH9Jxehd4brr9z-h2t https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTX267NGzzdMEc4oDSgdutph_H1ctTEKsCHia4U0ou7Zj-cY4b_jkHT1g

#

**BR3AKFREE IS COMMITTED TO PROVIDE SERVICES THAT GIVE YOU CHOICE, SAFETY, DIGNITY & RESPECT**

**ARE YOU HAPPY OR UNHAPPY WITH THE SERVICE?**

 

**IT IS OK TO SAY HOW YOU FEEL OR WHAT YOU THINK?**



**YOU CAN DO SOMETHING ABOUT IT**

  

**COMPLAIN TO SOMEONE / CARE WORKER**

 

**WRITE OR DRAW WHAT IT IS, WHAT HAPPENED, WHO WAS THERE & WHERE WAS IT**



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|  |

**WHAT DO YOU WANT TO HAPPEN?. GIVE US YOUR IDEAS.**



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**WE WILL LISTEN**



**WE WILL TAKE ACTION WITHIN AN AGREED TIME**

**RECORD INVESTIGATE MEETING IN TIME NOTIFY OUTCOME**

 ****  ****

# STILL UNHAPPY? WRITE TO MANAGER

  

**ARE YOU HAPPY NOW WITH THE ANSWER**

  

**GOOD THEN IT IS FINISHED. THANK YOU.**



**OR STILL UNHAPPY?**

****

**CONTACT COMPANY DIRECTOR**

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admin@br3akfree.co.uk

www.br3akfree.co.uk





**IF STILL UNHAPPY?**

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**CONTACT SOCIAL SERVICES**

    

**SOCIAL SERVICES CUSTOMER SERVICES OFFICER, LONDON BOROUGH OF BARKING & DAGENHAM - 020 8215 3011**

**COMPLAINT MONITORING FORM**

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| --- | --- | --- | --- | --- | --- |
| **Date of Complaint****https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcRrkmywV3EzWVIQao-MHNamTWseGiqLfLDIjkygqWQuGv7wvefrxUm13g** | **Details of Complaint****https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcR1NPs9wDB2HASZkGVVkkug3DItNoHtiPRv0hNN1b0uncyXEj6Du9mK3_aHPg** | **Investigation****https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcQBKpTu-bBzUrB1JU81wRdakPNNry4gTH6cGiBOJKjTlEA7IBa-2F_HjQIq** | **Meeting / Date****https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcTuRIs-r6_onmXjIr75AavILAuubuZZBU0i6oWcfyVSsL7cVLBDkAxkOg** | **Problem Solved**https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcR8qVpT6_61b4AbmIF-ZdznyCf5mdj5_Kp1rD0fQVQ4c-6_JrMkWuvl3TVemA | **Written Outcome sent (Date)** |
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**RECORD OF COMPLAINTS**

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| **DATE**  | **SERVICE USER** | **ACTION** | **OUTCOME** |
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