

**BR3AKFREE PICTORIAL COMPLAINTS PROCEDURES**

[](https://www.google.co.uk/url?q=http://www.clevelandseniors.com/people/patchat-att.htm&sa=U&ved=0CBgQ9QEwAWoVChMInZ_Rw9KRxgIVTLYUCh2lcgD0&usg=AFQjCNEN1UhYPJu-4KOxU_JLYVKt0xdVwA)

[](https://www.google.co.uk/url?q=http://www.gograph.com/stock-photo-images/complaint.html&sa=U&ved=0CDwQ9QEwEzgoahUKEwjc0qvShpLGAhWF6RQKHUIrBFY&usg=AFQjCNHPJY3QxfSiyRd6fFahBhF1SC0j6g)

|  |  |
| --- | --- |
| **Name**  [https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcSRZPQWNWlN_Dc0nwEYrBzefd1zuHzT57AWzyD2ZW4yz2Z3P3nTB275_A](https://www.google.co.uk/url?q=http://www.canstockphoto.com/illustration/name.html&sa=U&ved=0CBoQ9QEwAmoVChMI9I3snvORxgIVyjgUCh1s4QBg&usg=AFQjCNHiLV-uce1EhUlCffCgh3dzRW3Fhw) |  |
| **Date of Birth**  [https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcRZBV3Og7gtjU9mQpg65Dlm1nw48qUzxMfRsJTHuGThgUYDcBiyrfyONtU](https://www.google.co.uk/url?q=http://www.clipartqueen.com/birthday-clip-art.html&sa=U&ved=0CDYQ9QEwEDgUahUKEwjMiLu375HGAhXLaRQKHWAzAHo&usg=AFQjCNET3ViZUHXhuTMmeaIa4jrboyb1Aw) [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcRrkmywV3EzWVIQao-MHNamTWseGiqLfLDIjkygqWQuGv7wvefrxUm13g](https://www.google.co.uk/url?q=http://onlinecalendarsite.com/wa-school-term-calendar-2015-5/&sa=U&ved=0CC4Q9QEwDGoVChMIko2Hg--RxgIVyNYUCh38yQBs&usg=AFQjCNERrABow-Vo2kTNU_kTcpdsCehoBA) |  |
| **Home Address**  [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcSbfA9Mc69fzroD8I4OYRjPG1Tboyy_Jg7pyVrrBqixyZByXas284U8jg](https://www.google.co.uk/url?q=http://www.nova.joytroupe.com/how-will-i-get-the-address-for-this-home-playdate/&sa=U&ved=0CCAQ9QEwBWoVChMIwNWLseyRxgIVC1oUCh1PCwDp&usg=AFQjCNF3CXB2Cd1Lcf3i1nZHv5x4eav8tg) [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcSj0GC9LQxvMafBvrvPAeStj-Eyyx1F1DKcvtgDFQbOsDypfE1KSrId8-8](https://www.google.co.uk/url?q=http://etc.usf.edu/clipart/63600/63682/63682_envelope.htm&sa=U&ved=0CDgQ9QEwEGoVChMIgaXB-e-RxgIVw8AUCh0pVgBi&usg=AFQjCNEBNDwhL2_dh1iaRAT3F-kYNdgkCg) |  |
| **Business Address**  [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcSj0GC9LQxvMafBvrvPAeStj-Eyyx1F1DKcvtgDFQbOsDypfE1KSrId8-8](https://www.google.co.uk/url?q=http://etc.usf.edu/clipart/63600/63682/63682_envelope.htm&sa=U&ved=0CDgQ9QEwEGoVChMIgaXB-e-RxgIVw8AUCh0pVgBi&usg=AFQjCNEBNDwhL2_dh1iaRAT3F-kYNdgkCg) |  |
| **Who is helping you with this form**  [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQ7SC0jA9Soqf5oHJv3DN_l_54remION3qFfw89GRILJX4qVhFIsBkCyoPS](https://www.google.co.uk/url?q=http://www.123rf.com/photo_20685007_schoolgirl-or-woman-taking-a-test-or-filling-out-a-form-or-survey.html&sa=U&ved=0CB4Q9QEwBGoVChMIx6PI_vSRxgIVg1sUCh1sbQBN&usg=AFQjCNHDrZeyVxg6od7_pp_aQpqIFT5PNQ) |  |
| **Today’s Date**  [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcRrkmywV3EzWVIQao-MHNamTWseGiqLfLDIjkygqWQuGv7wvefrxUm13g](https://www.google.co.uk/url?q=http://onlinecalendarsite.com/wa-school-term-calendar-2015-5/&sa=U&ved=0CC4Q9QEwDGoVChMIko2Hg--RxgIVyNYUCh38yQBs&usg=AFQjCNERrABow-Vo2kTNU_kTcpdsCehoBA) |  |
| **Signature**  [https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcSLPdoZvs72v4ceGcgGTPLq2FfWWBj7VhUPuswa0Ihcd5i869dCc3rmwA](https://www.google.co.uk/url?q=http://www.clipartreview.com/pages/091118-158717-468012.html&sa=U&ved=0CDIQ9QEwDmoVChMIqb_V-PORxgIVRlwUCh3zdwC0&usg=AFQjCNF1Vs-ToDmqR4W-Alr2-nQSfWEp_g) |  |

# [https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcRGhAupXgbiGzLvD3h3DJ0_LfyK60nTYCarXwgrcPTH9Jxehd4brr9z-h2t](https://www.google.co.uk/url?q=http://specialolympics.goalline.ca/news.php?news_id=587763&sa=U&ved=0CBoQ9QEwAmoVChMImv-axdiRxgIVyjoUCh1ZLgDD&usg=AFQjCNHi9ajzIzaJ5-ZSULcv7ujW26T1qQ) [https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcTX267NGzzdMEc4oDSgdutph_H1ctTEKsCHia4U0ou7Zj-cY4b_jkHT1g](https://www.google.co.uk/url?q=http://school.discoveryeducation.com/clipart/clip/outrech2.html&sa=U&ved=0CDIQ9QEwDmoVChMI6KD2pdiRxgIVxrQUCh1WFgWx&usg=AFQjCNFQ4qAEI5Xn-tAXchSBmLr5cD_kHw)

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

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

[](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/laughing-smiley-face-clip-art&sa=U&ved=0CDwQ9QEwE2oVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNHmw47hNRmbus8IyJgvClTX36d5Cw) [](https://www.google.co.uk/url?q=http://cliparts.co/happy-and-sad-faces-clip-art&sa=U&ved=0CCAQ9QEwBWoVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNH2umC2hBxsggIyCjoZVYtqKtkitQ)

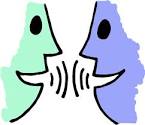
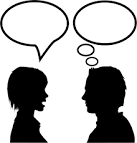
**IT IS OK TO SAY HOW YOU FEEL OR WHAT YOU THINK?**

[](https://www.google.co.uk/url?q=http://cliparts.co/thinking-clip-art&sa=U&ved=0CCQQ9QEwB2oVChMI05eIs92RxgIVS7oUCh0J4whu&usg=AFQjCNHOiBkwhS9_AacHBgpJffRkLTbQtQ)

**YOU CAN DO SOMETHING ABOUT IT**

[](https://www.google.co.uk/url?q=http://www.canstockphoto.com/vector-clipart/take-action.html&sa=U&ved=0CCgQ9QEwCWoVChMIzLW8z9yRxgIVAewUCh1zbgBV&usg=AFQjCNHzZR0j1KXYv3RdhWMNQSJCBn2wwg) [](https://www.google.co.uk/url?q=http://www.cliparthut.com/heard-a-voice-clipart.html&sa=U&ved=0CCAQ9QEwBTgUahUKEwiVyKPl3JHGAhUBkxQKHSgUAAE&usg=AFQjCNHY_FQUAclPVaeQPlK-0tE1IEw0nw) [](https://www.google.co.uk/url?q=http://imgsoup.com/1/action-clipart/&sa=U&ved=0CCwQ9QEwCzgUahUKEwiVyKPl3JHGAhUBkxQKHSgUAAE&usg=AFQjCNFmpMwWJPiKk1Tm7NBoaPCJ2M7rLQ)

**COMPLAIN TO SOMEONE / CARE WORKER**

[](https://www.google.co.uk/url?q=http://imgarcade.com/1/complaining-customer-clip-art/&sa=U&ved=0CBYQ9QEwADgUahUKEwjr_IuW3pHGAhVCPxQKHc97AHs&usg=AFQjCNGQI21i6tpNsBxNPZV42s01ncVsoA) [](https://www.google.co.uk/url?q=http://pixshark.com/people-talking-to-each-other-clipart.htm&sa=U&ved=0CCwQ9QEwCzgUahUKEwiUyveg4JHGAhXDaRQKHX8MB-E&usg=AFQjCNFi8hFUGXNOkNh-v3cJxlHDosibtw)[](https://www.google.co.uk/url?q=http://kathleenkollman.weebly.com/chapter-5.html&sa=U&ved=0CBYQ9QEwADgUahUKEwjTx8qO1JHGAhVCVRQKHcXRALU&usg=AFQjCNGm_Ln_4nKntvOCPls4N4Ljs7Mq-g)

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

[](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/drawing-clip-art&sa=U&ved=0CBYQ9QEwAGoVChMIgr7Ur_2RxgIVgrgUCh0-igDo&usg=AFQjCNGt_DbILlJw8Zgkxmi_ms6Xhbu4Uw)

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

[](https://www.google.co.uk/url?q=http://carolyn-little.com/?p=51&sa=U&ved=0CBgQ9QEwATgUahUKEwj-son1g5LGAhUHbRQKHZ8zAJ4&usg=AFQjCNGkPKrQg6CSMLlihO7F1kjCna8j-g)

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**WE WILL LISTEN**

[](https://www.google.co.uk/url?q=http://imgbuddy.com/loud-people-clipart.asp&sa=U&ved=0CDYQ9QEwEDhQahUKEwj_0Mu43pHGAhXIwBQKHVL9DsI&usg=AFQjCNFoaYc5Ltkmx90HwaplONigpLi7gA)[](https://www.google.co.uk/url?q=http://kingstonelabour.org/2015/06/15/&sa=U&ved=0CBgQ9QEwATgUahUKEwj89by54ZHGAhXEbRQKHdREAOg&usg=AFQjCNHvh4n2mMh5OA4OLO0Rfrpqv7p8rg)

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

**RECORD INVESTIGATE MEETING IN TIME NOTIFY OUTCOME**

[](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/writing-clipart&sa=U&ved=0CDwQ9QEwE2oVChMIrt3L0uGRxgIVgm8UCh2fvgBa&usg=AFQjCNGj73xDpeX6FmuYyTT-SAn1fHbJRw)[https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQMdDZkgD7uUVTRdNBiyWPsb7B8-mI1BlbmkEd7ZRZ7yD6jgSbOTLFlyXSr](https://www.google.co.uk/url?q=http://www.freepik.com/free-vector/arrow-right-yellow-clip-art_376167.htm&sa=U&ved=0CBwQ9QEwAzgUahUKEwjH_vGv7JPGAhWHshQKHTBxAJw&usg=AFQjCNHRn94BI1QyFh_QKeJ6ZHtfWDMAJQ)[](https://www.google.co.uk/url?q=http://www.dreamstime.com/illustration/fact.html&sa=U&ved=0CCwQ9QEwCzgUahUKEwiuobjWhJLGAhWGbxQKHXsGAJk&usg=AFQjCNEhpId1M-sQ9N4g8OKVIsBW0zjp0g)[https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQMdDZkgD7uUVTRdNBiyWPsb7B8-mI1BlbmkEd7ZRZ7yD6jgSbOTLFlyXSr](https://www.google.co.uk/url?q=http://www.freepik.com/free-vector/arrow-right-yellow-clip-art_376167.htm&sa=U&ved=0CBwQ9QEwAzgUahUKEwjH_vGv7JPGAhWHshQKHTBxAJw&usg=AFQjCNHRn94BI1QyFh_QKeJ6ZHtfWDMAJQ) **[](https://www.google.co.uk/url?q=http://pixshark.com/meet-friend-clipart.htm&sa=U&ved=0CDQQ9QEwDzgUahUKEwi8qd3f5JHGAhWCQBQKHfcwAPc&usg=AFQjCNE_ySUoAgBRvu8uYXA7MWbzOpeFaw)** [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQMdDZkgD7uUVTRdNBiyWPsb7B8-mI1BlbmkEd7ZRZ7yD6jgSbOTLFlyXSr](https://www.google.co.uk/url?q=http://www.freepik.com/free-vector/arrow-right-yellow-clip-art_376167.htm&sa=U&ved=0CBwQ9QEwAzgUahUKEwjH_vGv7JPGAhWHshQKHTBxAJw&usg=AFQjCNHRn94BI1QyFh_QKeJ6ZHtfWDMAJQ)[](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/clock-clip-art&sa=U&ved=0CBYQ9QEwAGoVChMI1f738-uTxgIVw2sUCh1wiwpk&usg=AFQjCNFIJ419SKZYmBodW8dKW1W123m7yg)[https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQMdDZkgD7uUVTRdNBiyWPsb7B8-mI1BlbmkEd7ZRZ7yD6jgSbOTLFlyXSr](https://www.google.co.uk/url?q=http://www.freepik.com/free-vector/arrow-right-yellow-clip-art_376167.htm&sa=U&ved=0CBwQ9QEwAzgUahUKEwjH_vGv7JPGAhWHshQKHTBxAJw&usg=AFQjCNHRn94BI1QyFh_QKeJ6ZHtfWDMAJQ) **[](https://www.google.co.uk/url?q=http://www.fotosearch.com/CSP028/k0288163/&sa=U&ved=0CBwQ9QEwA2oVChMI0snStuKRxgIVjFgUCh34ywLM&usg=AFQjCNEJtrAeBAZyL06tJFNDf6VN3vxRqg)**

# STILL UNHAPPY? WRITE TO MANAGER

[](https://www.google.co.uk/url?q=http://cliparts.co/happy-and-sad-faces-clip-art&sa=U&ved=0CCAQ9QEwBWoVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNH2umC2hBxsggIyCjoZVYtqKtkitQ) [](https://www.google.co.uk/url?q=http://galleryhip.com/writing-letter-clipart.html&sa=U&ved=0CBoQ9QEwAjgoahUKEwiKxb2S5ZHGAhXBohQKHWI8AHc&usg=AFQjCNHObZ1VYp8QBpukngW6-PXLoequZg) [](https://www.google.co.uk/url?q=http://imgarcade.com/1/complaining-customer-clip-art/&sa=U&ved=0CBYQ9QEwADgUahUKEwjr_IuW3pHGAhVCPxQKHc97AHs&usg=AFQjCNGQI21i6tpNsBxNPZV42s01ncVsoA)

**ARE YOU HAPPY NOW WITH THE ANSWER**

[](https://www.google.co.uk/url?q=http://www.sodahead.com/living/do-you-live-where-you-do-at-least-in-part-because-of-the-weather-or-at-least-in-part-despite-the/question-4235849/&sa=U&ved=0CCIQ9QEwBjg8ahUKEwiC36zwgJLGAhXDaRQKHX8MB-E&usg=AFQjCNHCaIx50rtTNc94SRHxkaqiU_clTA) [](https://www.google.co.uk/url?q=http://cliparts.co/yes-clip-art&sa=U&ved=0CBwQ9QEwA2oVChMIkcWe-_-RxgIVAVYUCh3YpgBP&usg=AFQjCNH4xbWnkRTI6i7SNnSnaRrswBLI6g) [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQG3pangxHoJMnCbLUNy_0ya98bk8bxnsLup0YP2cTaDBzslglwkLRPvg](https://www.google.co.uk/url?q=http://englishayamonte.blogspot.com/2010_09_01_archive.html&sa=U&ved=0CC4Q9QEwDDgUahUKEwie-8CggJLGAhVCtBQKHSd8AMI&usg=AFQjCNEV8_HtmHXluFMR_TVv3WDwnDnqlw)

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

[](https://www.google.co.uk/url?q=http://www.clker.com/clipart-case-closed.html&sa=U&ved=0CCAQ9QEwBTgUahUKEwjV3-7jgZLGAhXEvxQKHdd3CLw&usg=AFQjCNFeZFzBEP4aWuUxivuqO6H9ggrsgw)[](https://www.google.co.uk/url?q=http://www.canstockphoto.com/illustration/thank-you.html&sa=U&ved=0CDwQ9QEwE2oVChMIpKO7roGSxgIVQVYUCh37AwsT&usg=AFQjCNEV2HS51_T0MAtTEKrWSfMSQeoz4w)

**OR STILL UNHAPPY?**

**[](https://www.google.co.uk/url?q=http://cliparts.co/happy-and-sad-faces-clip-art&sa=U&ved=0CCAQ9QEwBWoVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNH2umC2hBxsggIyCjoZVYtqKtkitQ)**

**CONTACT COMPANY DIRECTOR**

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32 Wakering Road

Barking

Essex IG11 8PL

Tel. 0208 594 3371

[admin@br3akfree.co.uk](mailto:admin@br3akfree.co.uk)

www.br3akfree.co.uk



[](https://www.google.co.uk/url?q=http://www.picturesof.net/pages/081119-136027-153050.html&sa=U&ved=0CCIQ9QEwBjjwAWoVChMI0ciGkv-TxgIVijkUCh2kZQCX&usg=AFQjCNEKz3SAvkkl7GN99ogDv7vmkAhLzg)

**IF STILL UNHAPPY?**

**[](https://www.google.co.uk/url?q=http://cliparts.co/happy-and-sad-faces-clip-art&sa=U&ved=0CCAQ9QEwBWoVChMIxqabstqRxgIVQrMUCh2YAQCC&usg=AFQjCNH2umC2hBxsggIyCjoZVYtqKtkitQ)**

**CONTACT SOCIAL SERVICES**

[](https://www.google.co.uk/url?q=http://imgsoup.com/1/child-social-worker-clipart/&sa=U&ved=0CBoQ9QEwAjgUahUKEwiY1NX955HGAhWIaRQKHQXVAJE&usg=AFQjCNFIUyRlh0J-W88Y8l4Nv3UDWKqDqg) [](https://www.google.co.uk/url?q=http://www.news.com.au/technology/microsoft-to-close-online-clip-art-and-replace-it-with-bing-image-search/story-e6frfrnr-1227141574996&sa=U&ved=0CDgQ9QEwEWoVChMI-arVpOiRxgIVC7UUCh0uyACx&usg=AFQjCNE4QSNbh-YmFqGGPdsgusYKACOdtg) [](https://www.google.co.uk/url?q=http://oncofertility.northwestern.edu/patients&sa=U&ved=0CDgQ9QEwEThkahUKEwiMmM7H6JHGAhVJvhQKHQAFAP0&usg=AFQjCNEQhaAI6-uMPS2Bf0LaZLO02L-hzg) [](https://www.google.co.uk/url?q=http://imagefriend.com/letter-mail-clip-art.shtm&sa=U&ved=0CBYQ9QEwAGoVChMIpJngo-mRxgIVAbwUCh1ybADn&usg=AFQjCNFN3wNLVmXYpZBbzvWOL84fTx2mEQ)

**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](https://www.google.co.uk/url?q=http://onlinecalendarsite.com/wa-school-term-calendar-2015-5/&sa=U&ved=0CC4Q9QEwDGoVChMIko2Hg--RxgIVyNYUCh38yQBs&usg=AFQjCNERrABow-Vo2kTNU_kTcpdsCehoBA)** | **Details of Complaint**  **[https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcR1NPs9wDB2HASZkGVVkkug3DItNoHtiPRv0hNN1b0uncyXEj6Du9mK3_aHPg](https://www.google.co.uk/url?q=http://kathleenkollman.weebly.com/chapter-5.html&sa=U&ved=0CBYQ9QEwADgUahUKEwjTx8qO1JHGAhVCVRQKHcXRALU&usg=AFQjCNGm_Ln_4nKntvOCPls4N4Ljs7Mq-g)** | **Investigation**  **[https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcQBKpTu-bBzUrB1JU81wRdakPNNry4gTH6cGiBOJKjTlEA7IBa-2F_HjQIq](https://www.google.co.uk/url?q=http://www.dreamstime.com/illustration/fact.html&sa=U&ved=0CCwQ9QEwCzgUahUKEwiuobjWhJLGAhWGbxQKHXsGAJk&usg=AFQjCNEhpId1M-sQ9N4g8OKVIsBW0zjp0g)** | **Meeting / Date**  **[https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcTuRIs-r6_onmXjIr75AavILAuubuZZBU0i6oWcfyVSsL7cVLBDkAxkOg](https://www.google.co.uk/url?q=http://pixshark.com/meet-friend-clipart.htm&sa=U&ved=0CDQQ9QEwDzgUahUKEwi8qd3f5JHGAhWCQBQKHfcwAPc&usg=AFQjCNE_ySUoAgBRvu8uYXA7MWbzOpeFaw)** | **Problem Solved**  [https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcR8qVpT6_61b4AbmIF-ZdznyCf5mdj5_Kp1rD0fQVQ4c-6_JrMkWuvl3TVemA](https://www.google.co.uk/url?q=http://www.clipartpanda.com/categories/smiley-face-clip-art-thumbs-up&sa=U&ved=0CBYQ9QEwAGoVChMIoPHD8ZCUxgIVBtYUCh3OpgBt&usg=AFQjCNEnmUb2HbO4wM5_CYbidLVQ8a-7Vw) | **Written Outcome sent (Date)** |
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**RECORD OF COMPLAINTS**

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