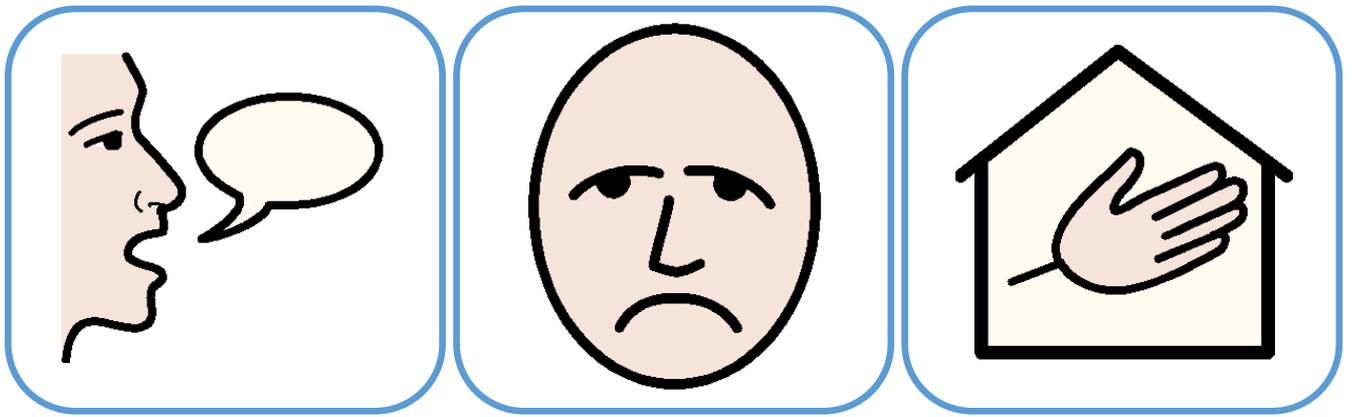
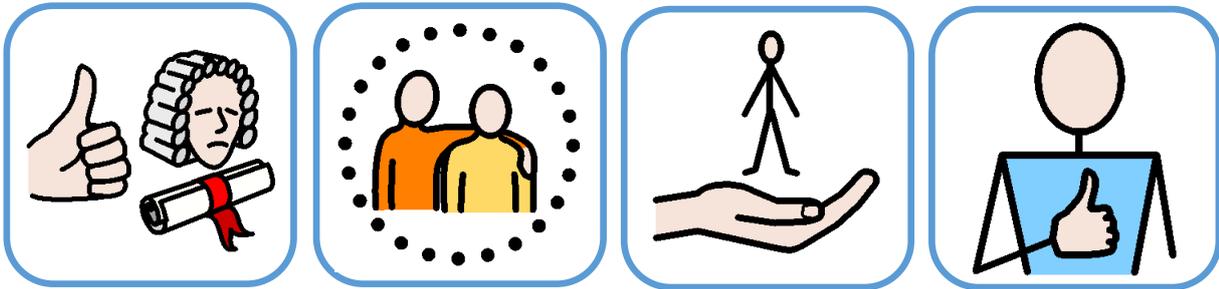


# How to make a complaint

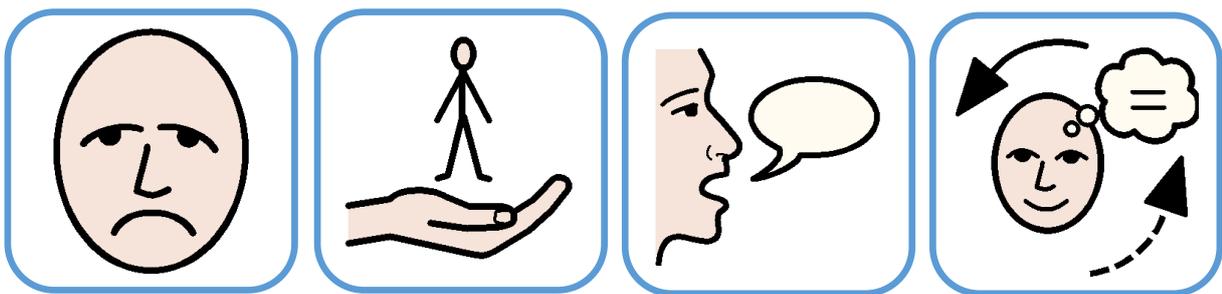


# Your rights



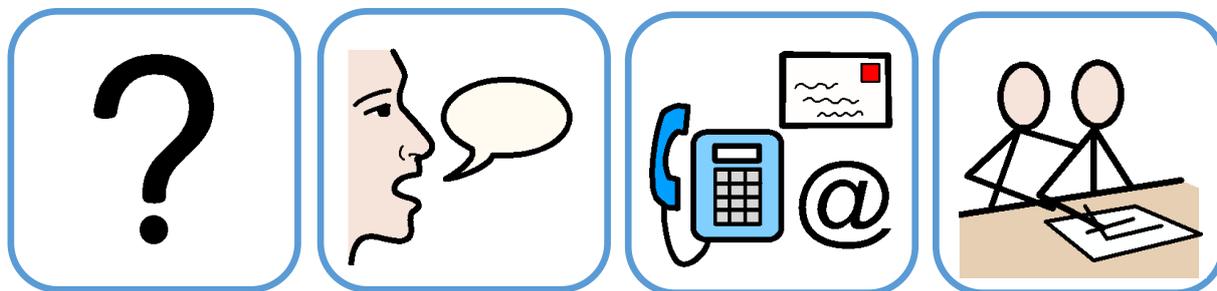
Here at Silva Care you have the right to a safe, caring and supportive service that you are satisfied with

# If you are unhappy



If you are unsatisfied with the support you have received we want you to tell us so we can solve the problem and you can be satisfied again

# How to contact us



If you need more help you can ask  
your support worker



The Oaks Office, 37 Penn Drive  
Frenchay, Bristol, BS16 1NN



We can visit you at your home

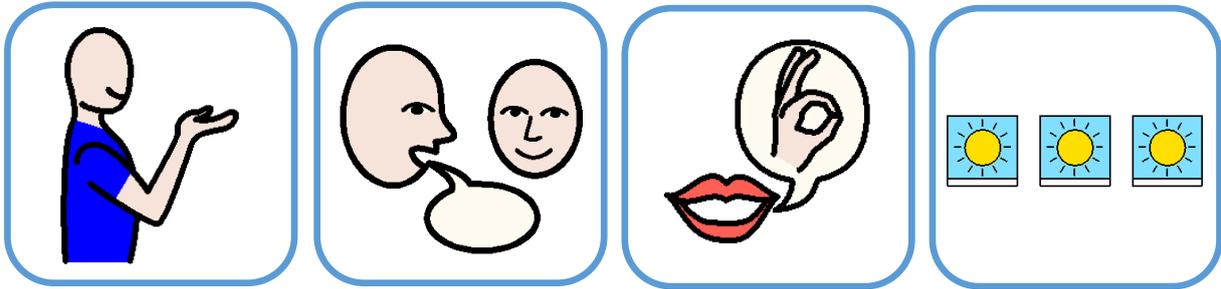


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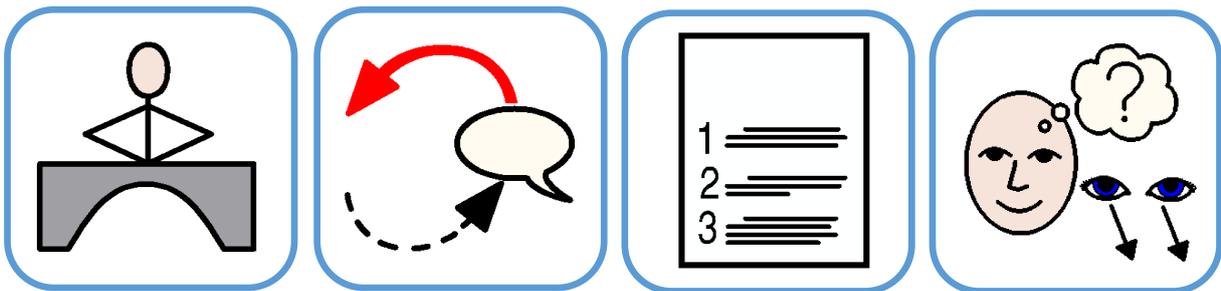


<http://silvacare.org.uk/contact-us/>

# What happens next?



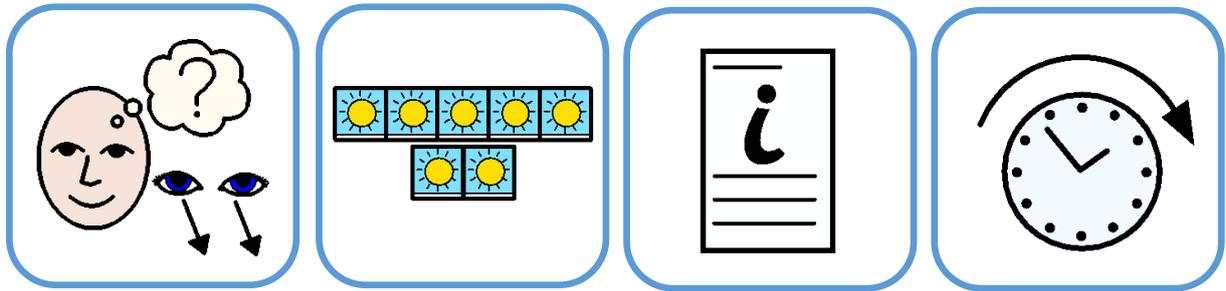
We will acknowledge your complaint within 3 working days



A manager will respond to your complaint or comment

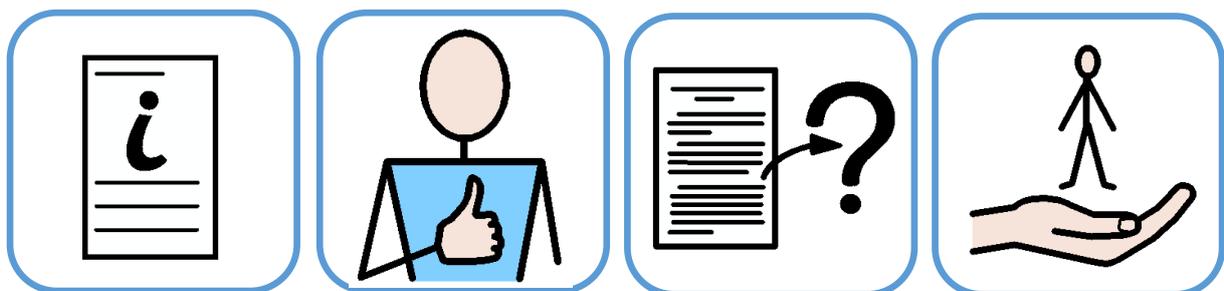
The manager will make a plan with you about how they will investigate the issue and make sure you are satisfied with it

# The investigation



The investigation should take 7 working days for the manager to complete and report back to you

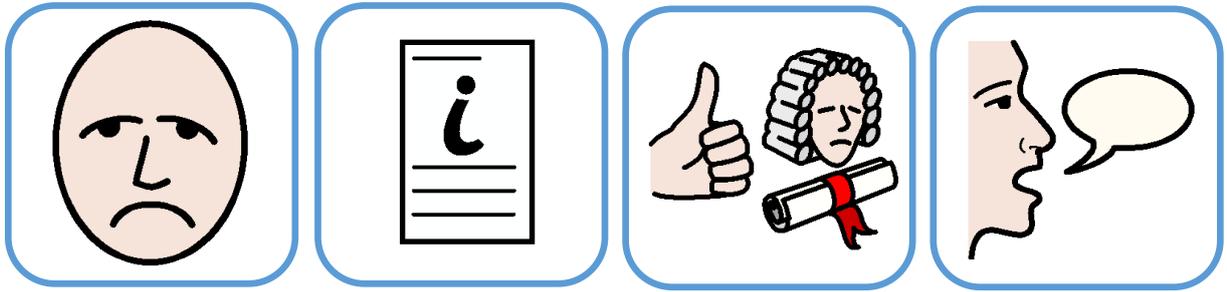
If it is going to be longer we will let you know



We hope you will be satisfied with the outcome of the investigation and the problem will be fixed

Then we hope you continue to access your service at Silva Care

# If you are still unsatisfied



If you are unsatisfied with the outcome of the investigation you can tell the local authority or CQC



Bristol – Adult Care –  
0117 9222700



South Gloucestershire –  
Duty Desk – 01454 868007



Care Quality Commission—  
03000 616 161

