**Making a complaint**



I am feeling sad/unhappy/angry.



I should tell someone I trust.



They will help me to make a complaint.



Jamie and Becky will find out why I am sad.

Jamie and Becky might want to talk to me.

Jamie and Becky will explain what they have done to help me.

If I am still sad, the person I trust can help me contact my local council:

|  |  |
| --- | --- |
| **Bristol**  Complaints Team  Room G27, City Hall  Freepost BS 4341  PO Box 595  Bristol  BS99 2BR  **Tel:** 0117 922 2723  **Email:** faircomment@bristol.gov.uk  **Web:** www.bristol.gov.uk/adultcare | **South Glos**  Call in at a Council One Stop Shop at Kingswood, Yate or Thornbury.  **Tel:** 01454 865924  **Email:** cchfeedback@southglos.gov.uk    **Web:** www.southglos.gov.uk |
| **Bath & North East Somerset**  Complaints Team - Bath and North East Somerset  Freepost SWB10433  Bath  BA1 1BF  **Tel:** 01225 477931  **Email:** complaints\_cypandadults@bathnes.gov.uk  **Web:** www.bathnes.gov.uk | |

**You can also contact:**

**Care Quality Commission**

National Correspondence

City Gate

Gallowgate

Newcastle-upon-Tyne

NE1 4PA

**Tel:** 03000 616161

**Email:** enquiries.southwest@cqc.org.uk

**3 Trees Community Support Ltd**

56A Greystoke Avenue,

Westbury on Trym

Bristol

BS10 6AZ

**Tel:** 0117 9505606

Please refer to our **website** at www.3tcs.co.uk for further information.