**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 TeamRoom G27, City HallFreepost BS 4341 PO Box 595Bristol  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 SomersetFreepost 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.