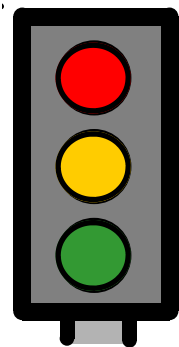
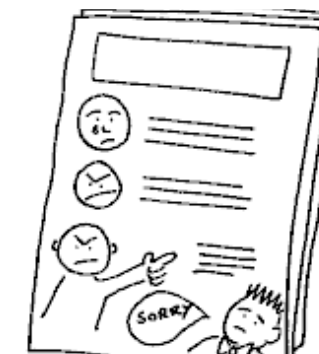


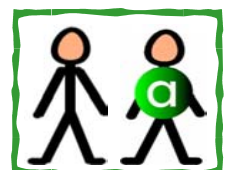
Designed by



Complaints and Advocacy



An **Advocate** is someone who is trained to support a Person's views to be heard



An **Advocacy Partner** is the Person who has support to make their views heard



Advocacy believes that the Advocacy Partners voice and views are important



- Advocacy work is based on **Respect**
- Advocacy work is based on **Trust**
- Advocacy work is based on **Speaking Up**



Speaking Up can mean making a complaint

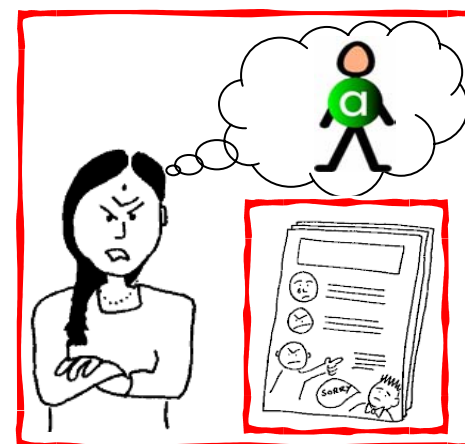
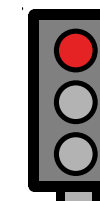


You have the right to make a complaint about your Advocate or the Advocacy



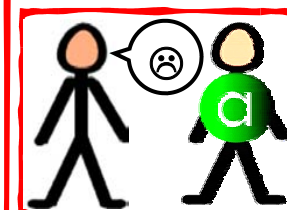
Your complaint will be listened to then answered by the Advocacy Organisation

Here are some things you can do if you are unhappy with your Advocate or with the Advocacy work :



- ☹️ Make a complaint
- ☹️ Tell us about it
- ☹️ Tell someone else about it
- ☹️ Talk it through with us
- ☹️ Talk it through with others
- ☹️ Appeal against our answers

An Advocacy Organisation will always try to work with you to sort out the complaint



Who to talk to about a complaint!



Talk to **us** and we will try to sort out the problem together



Talk to the **committee person** to sort out the complaint



Talk to an **independent person** or an **independent advocate** to help you to speak up and complain

