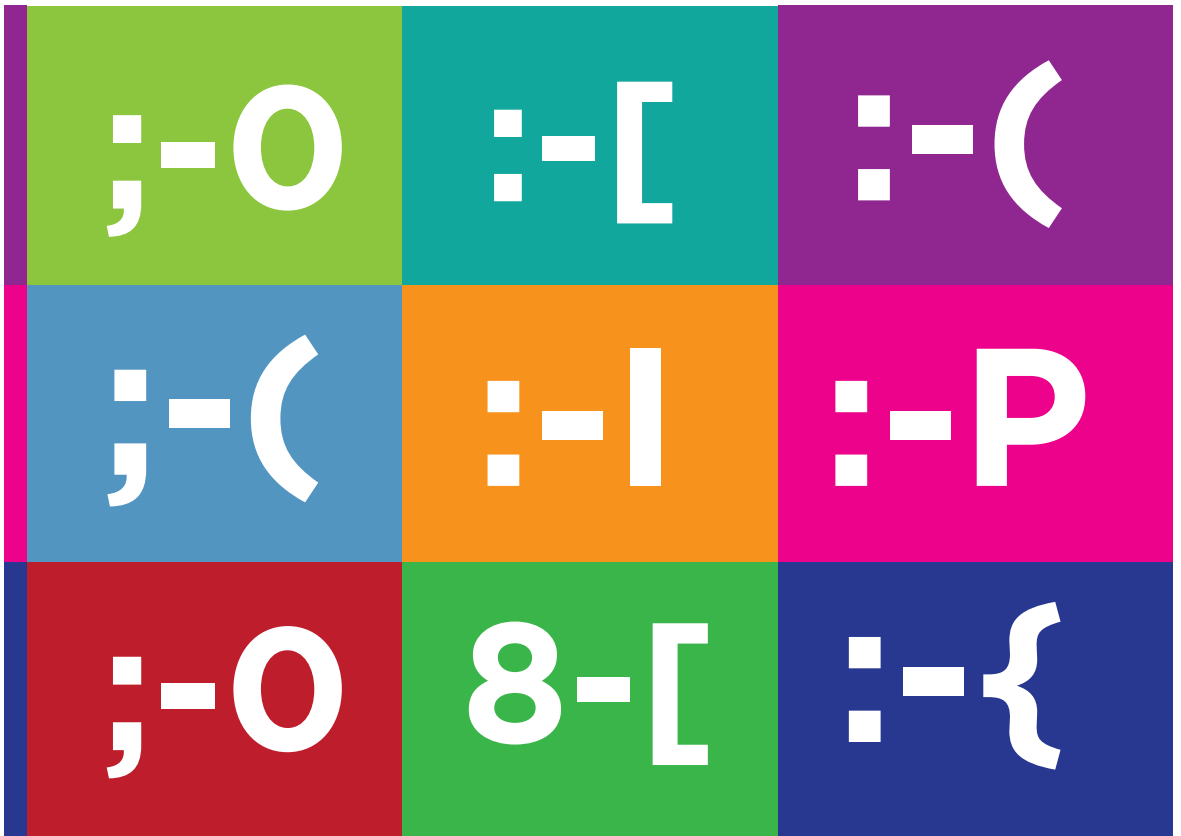


Mumbles and grumbles

A guide for young people, families and carers



**Have you got
something
to say?**



**I am being
bullied.**

I don't like the food.

**I am not happy with the
way I am being treated.**

**No one
has been
to see me.**

**I'm bored.
There is
nothing
to do.**

**Nobody is explaining
things to me.**

**They don't
like me.**

**It's too
noisy.**

I don't like the staff.

**I want to go home and
they won't let me.**

**Why can't
my friends
come to
see me?**



**Who can I tell
or
write to?**

A Doctor.

The Manager/Team leader.

An advocate.

A Teacher.

Your parents or a family member.

Your Named Nurse or someone else on the ward.

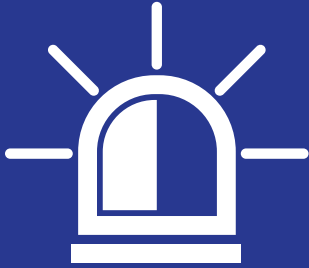
Your Social Worker.

Anyone you can trust.

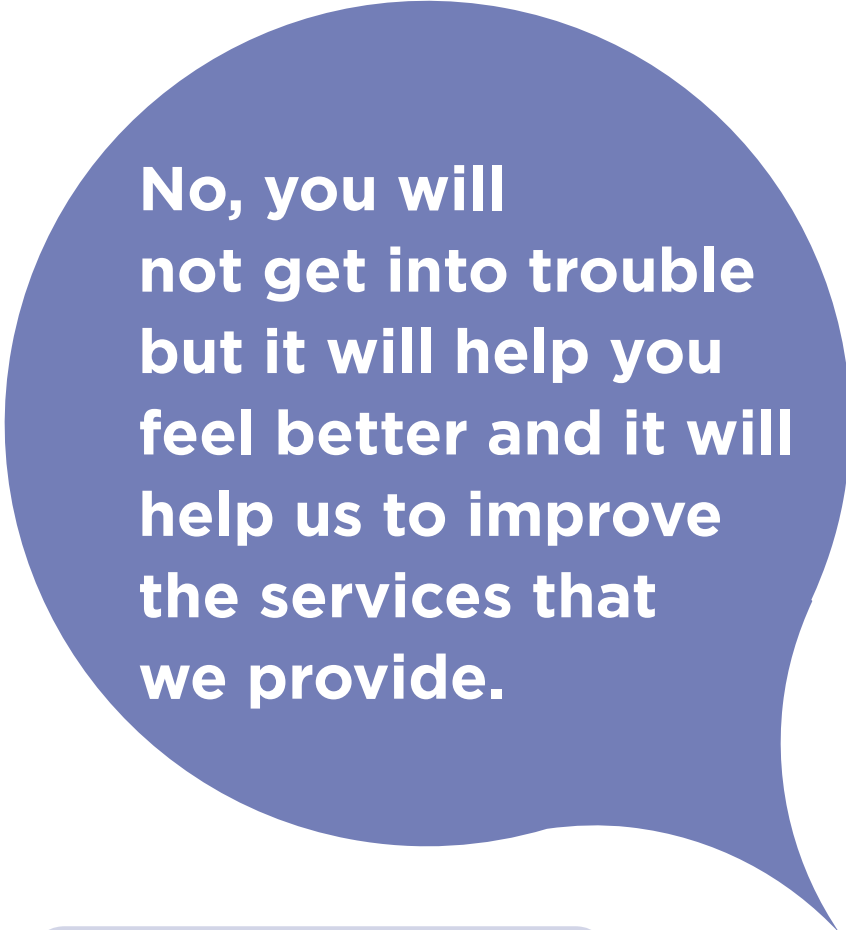
The Complaints department.

Your Key/Support worker.

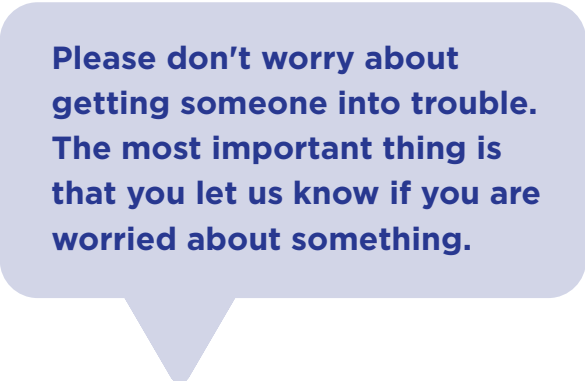
A friend.



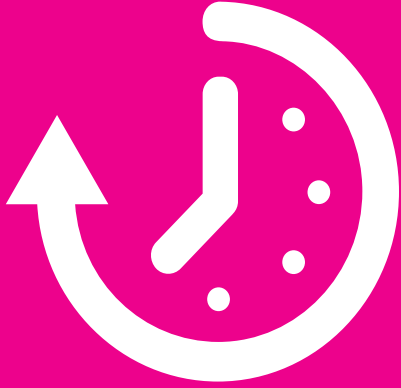
**Will I get into
trouble
or
get someone
else into
trouble?**



No, you will not get into trouble but it will help you feel better and it will help us to improve the services that we provide.



Please don't worry about getting someone into trouble. The most important thing is that you let us know if you are worried about something.




**Will it
take long?**



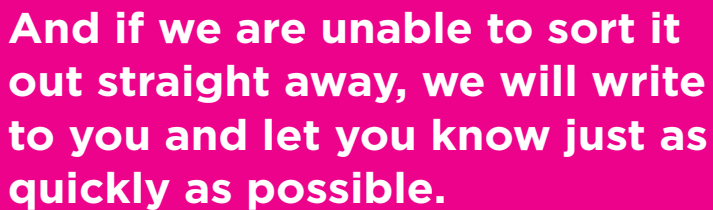
Some things can be sorted out quickly.



Other things may take a little longer.



You will be told what is happening.



And if we are unable to sort it out straight away, we will write to you and let you know just as quickly as possible.

**How
do you
feel
now?**



I am happy!

We are grateful for your comments which have helped us to make things better for everyone.

I'm still unhappy!

We are very sorry to hear this. You can if you wish write to the Manager, get someone to write for you or contact the complaints department.

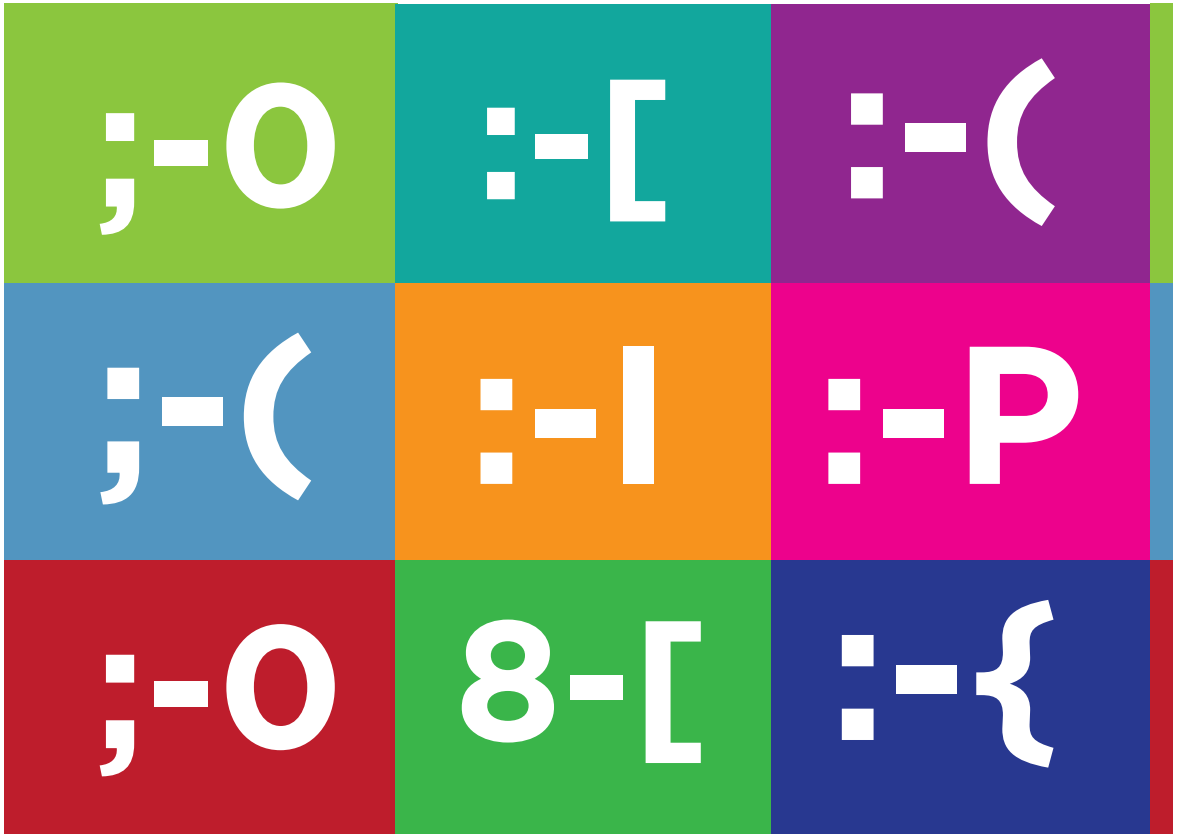
Priory Group Complaints Manager

Priory Group Northern Office, Middleton St George
Darlington, Co. Durham, DL2 1TS

www.priorygroup.com

Email: Complaints@priorygroup.com

Tel: 01325 331266 select option 2



A REAL AND LASTING DIFFERENCE FOR EVERYONE WE SUPPORT