

Inclusion Alliance Easy Read Complaints Procedure



Inclusion Alliance wants to make sure you are getting the best possible support.



If you are not happy about something, or there is a problem, we want to hear from you and see if we can sort this out.



You can speak to:

- Your Support Worker
- Staff in the office
- The Manager



Or you can ask someone else to speak for you, such as your parents or other members of your family.



We also have a form you can fill in if you want to.



The person you speak to should try to sort out the problem.



They will tell you what they have done to sort out your problem.



If you are still not happy, you can speak to the Manager.



If you are not happy with what the Manager says, you can get in touch with the Board of Management.

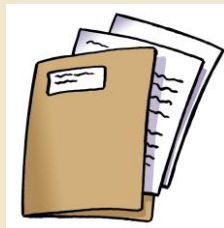


You will always get a reply in writing that tells you what is going to be done to sort out your problem.



If you are still not happy, you can speak to:

- The Care Inspectorate
- The Council who pays Inclusion Alliance for your support
- The Scottish Social Services Council



The Manager of Inclusion Alliance can give you contact information for all of the above organisations. The Manager can tell you what all of these organisations do.

They can also give you a name of someone to speak to if that's helpful to you.

INCLUSION ALLIANCE
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