

How to Complain

If you are not happy about:



- The house
- A friend or family member
- Another person living in the house
- A worker
- The manager
- Your social worker
- Anything else

You should talk to:

- **Your support worker or the manager**

The first thing you should do is talk to your support worker or the manager, who will listen to you and try to help.

The manager's name is:

Their telephone number is:

If you are happy with the help the manager gives you, you do not need to do anything else.

If you are still unhappy, you can go to the next step ...

Talk to the Operations Director

The Operations Director is **Alan Tolan**

- You can call him on 01226 323 670
- Or email at alan.tolan@sunhealthcare.org
- Or write to Alan Tolan, Sun Healthcare, Cockerham Hall, Huddersfield Road, Barnsley, S70 2LT.





If you make a complaint, someone will speak to you and send you a letter. This will happen within 7 days. We will investigate your complaint and reply to you within 14 days.

It's better to talk to someone than not at all. Don't be afraid, we are here to help you.

What else can I do?

If you do not want to talk to anyone from Sun Healthcare about your complaint, some other people may be able to help you.

You can talk to your social worker

Your social worker's name is:	<input type="text"/>
Their address is:	<input type="text"/>
Their telephone number is:	<input type="text"/>

You can talk to your advocate, if you have one

Your advocate's name is:	<input type="text"/>
Their address is:	<input type="text"/>
Their telephone number is:	<input type="text"/>

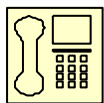


You can talk to the Care Quality Commission



Their address is:

CQC National Customer Service Centre, Citygate,
Gallowgate, Newcastle upon Tyne, NE1 4PA



Their telephone is: 03000 616 161

Opening hours are Monday to Friday, between 8.30am and
5.30pm

Or fill out an online form at www.cqc.org.uk/contact-us