# The School for Social Care Research

NIHR | School for Social Care Research

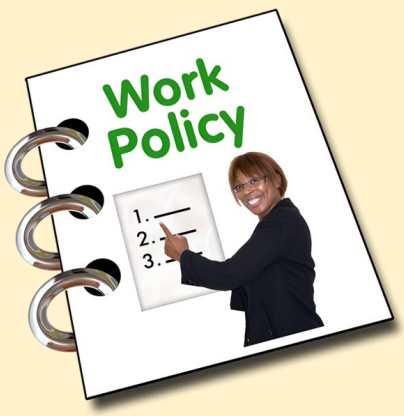
# How to let us know if something is not right.

## Easy Read Public Involvement Complaints Policy

# How to let us know if something is not right.

We want everybody to be happy being part of the SSCR.

We take it very seriously if something is wrong.




This might be something about our work.

It might be about somebody else who is part of SSCR

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Or it might be about something else to do with being part of SSCR

If something is wrong you can let us know.

You can ask someone to help you make the complaint.

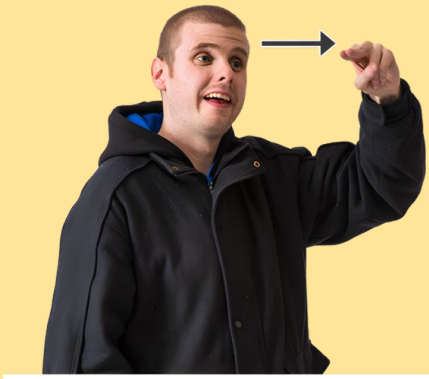
This can be anybody you would like to help you.

Please let Jen Hill, the programme manager at SSCR know.

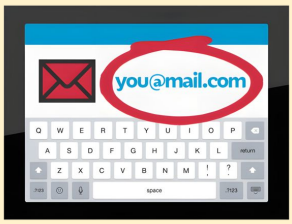
You can email Jen at

SSCR@york.ac.uk

Please make sure you include these things in your email:




Your name

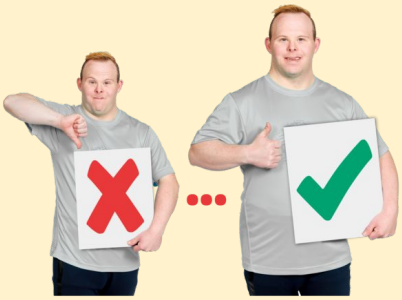



Your email address

OR your home address

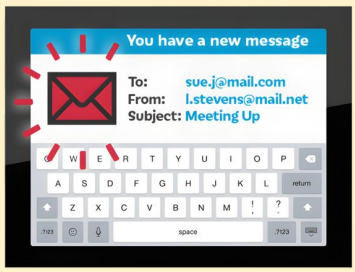
Explain what is wrong.

Share any examples of what is wrong if you have them.



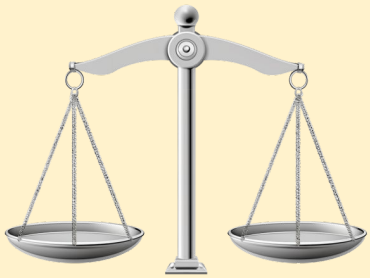
Tell us what you want to happen to make things better.

Email this information to us.




We will then email you to let you know we have got your complaint.

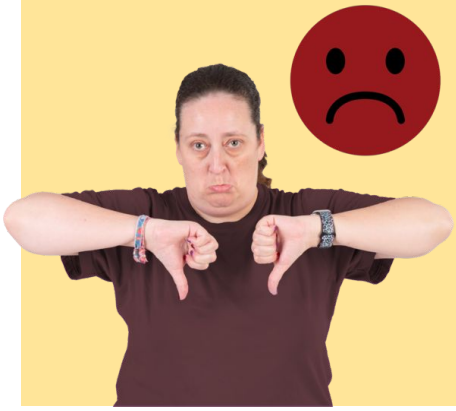
We will look into what you have told us.



We will do this quickly and fairly.

We will do this kindly.

We will try and make things better.



If you are still not happy with how things are you can tell us.

You can ask for your complaint to be looked at again.

If you have other questions about making a complaint please let us know.

You can email Martina Smith

martina.smith@sheffield.ac.uk