



They may suggest meeting with you.  
You can bring someone with you to the meeting.



If you would like support from an advocate from another organisation we can help you arrange this.



If you want to say anything before the meeting you can write it down and send it to the Chairperson.



At the meeting people will decide what to do.  
If you do not want to go to the meeting we will let you know what has been decided.



**Brighton & Hove Speak Out**  
**The Brighthelm Centre,**  
**North Road, Brighton, BN1 1YD**



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Brighton & Hove Speak Out is a registered charity No.1076995



Independent advocacy for people with learning disabilities

## Are you unhappy with Speak Out?



**We would like to know why**  
**This leaflet explains how to make a complaint**



## Are you unhappy with Speak Out?



### How to tell us what you think:

If you want you can have someone help you to tell us what you think.



What you tell us will be kept private. We will only tell people who need to be involved to help sort out any problems.



You will not get into trouble with anyone at Speak Out for telling us if you are unhappy with us. We want to know if there is a problem so that we can try to put it right.



### This is what to do: Step 1

If you can, please talk to one of the staff at Speak Out or to an advocate about your problem to see if it can be sorted out.



We will try to get things sorted within 14 days. If things do not get sorted out, you can write a letter to tell us what you think.



### This is what to do: Step 2

If your problem has not been solved, you can get in touch with Speak Out's Director. You can do this either by letter, phone, email or arranging to meet them.



Within 5 working days the Director will let you know they are looking into your complaint. They will answer your complaint within 21 days.



The Director will tell you what they have found out and if they plan to take any action to solve your problem and what action this might be.



### If you are still unhappy: Step 3

You can tell the Chairperson at Speak Out in writing or by phone. They will read or listen to what you have to say.



They will try to find out more about the problem and think about how it can be sorted out. This will happen within 21 days.