

**W**e hope that we do not give you cause to complain - but should a complaint be necessary, our aim is to make this easy and to resolve the problem in the shortest possible time.

**WHO TO CONTACT** - if you prefer not to bring your complaint directly to DRH:-

**FOR INDEPENDENT MENTAL HEALTH HOSPITALS  
AND CARE HOMES**

CARE QUALITY COMMISSION  
NATIONAL CORRESPONDANCE  
CITYGATE  
GALLOWGATE  
NEWCASTLE UPON TYNE  
NE1 4PA  
Tel: 03000 616161  
e-mail: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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**FOR SUPPORTED ACCOMMODATION**

DORSET SUPPORTING PEOPLE  
COUNTY HALL  
COLLITON PARK  
DORCHESTER  
DORSET DT1 1XJ  
Tel: 01305 251000

**DRH** will acknowledge complaints within two working days. We will tell you the name and telephone number of the person dealing with your complaint.



**PUTS YOU FIRST**

**SERVICE USERS  
CHARTER**



INVESTOR IN PEOPLE

**E**veryone living in a DRH Home will be treated with respect and consideration by the staff concerned with their care and we promise that:-

**We will help you to:-**

- ◆ Make everyday choices
- ◆ Meet your friends and family
- ◆ Follow your chosen religion
- ◆ Have a say in the way your home is run
- ◆ Have meals that you enjoy
- ◆ Join in activities that you like
- ◆ Become a part of your local community
- ◆ Look after your own property
- ◆ Take care of yourself and stay healthy
- ◆ Look after your own room and share household jobs
- ◆ Learn new things to do
- ◆ Learn new ways to deal with your problems

**We will:-**

- ◆ Involve you, or your carer or advocate in decisions that affect you
- ◆ Always listen to you when you want to talk about your feelings
- ◆ Never talk about you without your permission
- ◆ Make sure your home is clean, tidy and safe
- ◆ Let you have time on your own when you need this
- ◆ Never bully you and we will try to stop others making you unhappy
- ◆ Always try and find someone to help if you are unhappy
- ◆ Speak to you by the name you like and never in a way that makes you unhappy
- ◆ Welcome your friends and family at any reasonable time

**W**e will help you to use our Complaints Procedure if you, or your carer or advocate feel we have broken any of the promises in this Charter.

**Contact:-** Seán Gray, DRH Chief Executive,  
Connaught House, 22 Cornwall Road,  
Dorchester DT1 1RU.  
Tel/Fax: 01305 267483  
E-mail: [Doresd@Aol.com](mailto:Doresd@Aol.com)