

We 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:-

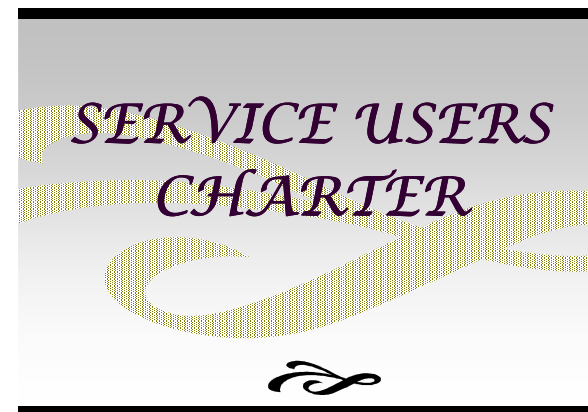
**FOR INDEPENDENT MENTAL HEALTH HOSPITALS
AND CARE HOMES**

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

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.



INVESTOR IN PEOPLE

Everyone 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

We 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:- Gillian Lacey, DRH Chief Executive,
Connaught House, 22 Cornwall Road,
Dorchester DT1 1RU.
Tel/Fax: 01305 267483
E-mail: Doresd@Aol.com**