

Complaints Policy (Easy Read)

What this policy is about

- This policy explains how the Council manages complaints issues.
- It explains how we keep people safe.

Why this is important

- These risks can cause harm if not managed properly.
- The Council takes steps to reduce risks.

What the Council will do

- Check and manage risks.
- Follow safety laws and guidance.

Your role

- Allow access for checks.
- Follow safety advice.

Your safety

- Your safety is our priority.
- We act to keep people safe.