

Complaints Easy Reader



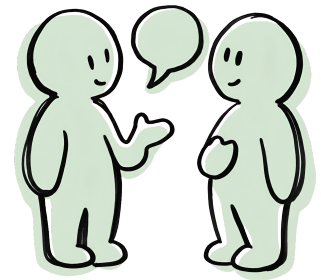
Something not right?

At Skylight, we want you to feel safe, welcome and listened to.

If something has upset you, worried you, or you are unhappy with something, please tell us. You will not get in trouble for telling us.

You can tell us about:

- something that happened in a class or activity
- something a member of staff, volunteer or another person did
- something that made you feel uncomfortable or unsafe
- something you think was unfair
- a problem with Skylight
- anything else you are worried or unhappy about.



How can I tell Skylight?

- talk to a member of staff
- write it down
- phone us
- email us
- ask someone you trust to help you tell us
- put a note in our red Feedback and Concerns Box

You do not have to call it a complaint, you can just tell us that something isn't right.

Our Red Complaints, Compliments & Comments Box

There is a box in the Skylight foyer where you can leave us a note.

You can write your name, but you do not have to.

If you do not tell us who you are, we may not be able to talk to you about what happened.

The box is only checked once a week.



If you need help today, do not use this box!

We may not read your message in time and won't be able to help you.

Speak to us now if:

- you feel unsafe
- somebody might be in danger
- you need help straight away

You can also write it down and give your note straight to a member of staff.

If somebody is in immediate danger, call 999.

What will happen when I tell you?

We will:

- Listen to you.
- Take you seriously.
- Find out what has happened.
- Tell you what we can do next.
- If we think somebody might be unsafe, we may need to tell our Safeguarding Lead or another organisation that can help keep them safe.
- We cannot always keep what you tell us secret if somebody may be in danger.

What if I am still unhappy?

Tell us. Another person at Skylight can look at what happened and check that your complaint was dealt with fairly.

Contact Skylight

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Sparrow Hill
Rochdale
OL16 1QT

Phone: 01706 650676

Email: tellus@skylightcircusarts.com

Scan below to email us.

