

## Facts for Families: When things go wrong

### From small concerns to major issues...

We know how worrying it can be when your loved one is living away from you, and when your child has a learning disability or autism, the concerns are much greater.

There are times when, as relatives, you know when something is wrong and will want to get it sorted straight away. It's not easy to stay calm when things aren't working, so at Discovery we will make it our priority to work with you to resolve the issue, as quickly as possible.

#### Major issues

If there is a serious problem and you have major concerns about the health, safety and wellbeing of your relative, you should follow our complaints procedure, which has very clear timescales and processes that we make sure all our employees adhere to. Alternatively, if it is an emergency, you can call 999 or you can call our whistleblowing hotline: 0800 915 1571, which is independent and confidential.

#### Day-to-day issues

Please tell us as soon as smaller, day-to-day issues arise. We would like to work with you to get things right for your relative and it is usually easier to sort things out straight away, rather than waiting for the annual review, when the situation may have become worse.

It's not always possible to deal with situations immediately if it is not an emergency, but you will be offered a meeting or a phone call with the locality manager within a couple of days.

#### How to raise an issue

It can be difficult to make a complaint, especially when you feel that overall things are going well. It can help to think what the specific problem is:

- what happened / didn't happen?
- how often does the problem arise?
- is it about an individual, team or organisational procedure?
- what you would like to do about it?

**In the first instance, speak to your relative's team manager about your concerns as they have the information and authority to take things forward.**

We expect all our employees to come to work to do a good job and working well with families is an important part of their daily work. Please let people know when they are doing a good job as well as when things are not working.  
- everyone responds well to praise.

## Get more from life