Easy Read

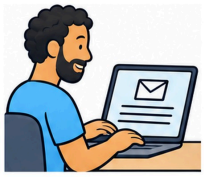
How to make a complaint



A **complaint** is when you tell someone that something is wrong.



You can tell a staff member you feel OK with.



You can send us an email.



We will work with you to fix the problem.

We will tell you what is going on.



We will keep your complaint private.



An **advocate** is a person who speaks up for you.

You have the right to use an advocate.

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