



**We need you to tell us how you feel about the service you receive. We like to know when we are getting it right – and we can improve things if you tell us when we are getting it wrong. You can contact us by using the tear off page attached to this leaflet, emailing us via our web site, telephoning, faxing or visiting your local Advocacy Service. The Contact details are overleaf.**

**Comments and Compliments**

Let us know when:

- You are pleased with a service or with a member of staff who has helped you.
- You want to comment about any part of our service or suggest ways we can do better.

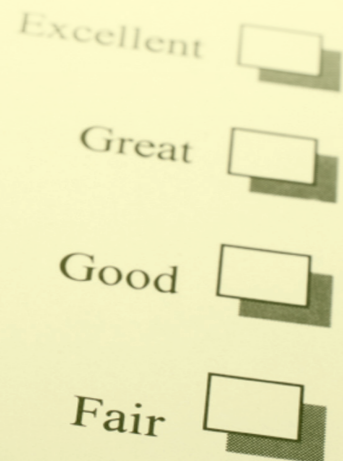
This information will enable us to improve the way we do things.

**Complaints**

Sometimes things go wrong. When they do we need to know, so we can put them right.

You can complain

- About any part of the service we offer you which you are not happy with.
- If there is a service or assessment you think you need that we have not offered you.
- If any action, attitude or behaviour of a member of staff has affected you, or someone close to you.
- About any other matter reasonably connected with the exercise of the Council's social services function.



**What happens when we receive your complaint:**

We will acknowledge your complaint within 3 working days. We will then contact you to discuss your complaint, what outcomes you want to achieve, the best method of dealing with it, and timescales.

There are a number of methods we can use to try and resolve your complaint, including referring it to the Team Manager responsible for the service, holding a meeting to discuss your concerns and seek a solution, conciliation, or investigation.

If we have agreed a method of dealing with your complaint, but it becomes apparent that your complaint is more complex or serious, then we may suggest a better method to use. For example if your complaint is referred to the Team Manager for a quick resolution, but it is found that there are some more serious aspects to the complaint, then we may suggest conducting an investigation instead to ensure that we deal with your concerns thoroughly, and try to achieve an appropriate resolution.

Once we have dealt with your complaint a response letter will be sent to you within the agreed timescales. If an investigation is carried out then you will also receive a copy of the report.

If after this you are dissatisfied with the Council's response to your complaint you can go to the Local Government Ombudsman.

**Our Partner Organisations**

If your complaint is partially against Social Care and partially against a partner organisation such as Health, then we will liaise with that organisation to successfully deal with your complaint. By signing the representations form, or sending in a letter to us you will be agreeing to the details of your complaint being shared with our partner organisations as appropriate. If you are not in agreement please indicate this on the representations form, or in your written submission.

**Representations form**

**Details:**

Name:.....

Address:.....

Post Code:.....

Telephone No.....

E-mail:.....

Service Users Name (If different):.....

Compliment.....

Comment.....

Complaint.....

Have you already spoken to us about this matter:

YES.....  NO.....

If Yes, please tell us who you contacted:

.....

When did you contact them:

.....

Signed:.....

Dated:.....