

Making a Complaint



The council wants to know if the services we support people with are good.

If you're not happy we want to do things better.

If our services made you happy or unhappy tell us about it here.



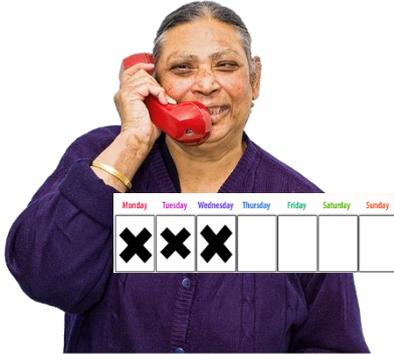
Tell us what made you happy about our service.



Tell us what made you unhappy about our service.



What we will do



Someone from the council will contact you in 3 days to say what we are going to do.



We will try to fix the problem.

We have rules about how we look at complaints and we will follow them.



If you are still not happy with our answer you can send your complaint to the Local Government and Social Care Ombudsman.

The Ombudsman is someone who looks into complaints for people. You can find out how to do this on the internet.

<https://www.lgo.org.uk/assets/attach/4084/How-to-complain-about-adult-social-care-V1-March-2017-Easyread-edit.pdf>



They will look at your complaint again and tell us if the answer we have given is fair or if we need to do more.



How long will it take?



We try to give you an answer within 20 working days.



But if it involves lots of issues and people, we can have up to 65 days.

We will then give you an answer and say what we are going to do.



We will always try to give you an answer as soon as possible.

If you need more help



You can speak to the Complaints Team on

(0116) 305 7422



Or, if you are eligible, we can ask someone who does not work for us to help you.

They are called an advocate.

They will



Help you say what you want.

We will



Keep what you say confidential.



Treat you fairly – what you say won't affect your services.



Listen to what you have to say.



Take action where we can.