

***Insert for use by adult social care providers in complaints documentation***

Once your complaint has been fully dealt with by [name of care provider], if you are not satisfied with the outcome you can refer your complaint to the **Local Government Ombudsman (LGO)** and ask for it to be reviewed. The LGO provides a free, independent service.

The LGO Advice Team can be contacted for information and advice, or to register your complaint:

T: 0300 061 0614

W: [www.lgo.org.uk/adult-social-care/](http://www.lgo.org.uk/adult-social-care/) (there are links to an enquiry form and a complaint form on this page)

Or write to: The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

The LGO will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time. You can contact the CQC at:

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

T: 03000 616161

W: [www.cqc.org.uk](http://www.cqc.org.uk)