



# Complaints



**This factsheet tells you about what we do about complaints.**

# What is a complaint?



Making a complaint means speaking up about something you do not like or something you are not happy with.



We want to make it easy for you to tell us when you are not happy about something.



We have made all the information you need to make a complaint easy to understand.

# Thinking about a complaint



We want you to be happy.



It is ok to complain.



You can complain if you think one of our staff has broken the rules.



You can complain about any of our services.

# Making a complaint



**You**

You can tell your care worker or another member of staff if you want to complain.



You can tell the manager or their boss.



You can ask a friend, someone from your family, an advocate or social worker to contact us.

# How you can complain



You can complain by sending an email.



You can complain by writing to us.



You can complain by calling us on the phone.



Our address, phone number and email address is on the back page of this booklet.

# What will happen when you complain?



We will send you a letter within 3 days to tell you we have got your complaint.



One of our staff will talk to you to make things better. We want to fix your complaint as soon as possible.



We may have to find out more information from our staff. This is called an investigation.



We will try to fix your complaint within 28 days. If we need more time, we will tell you.

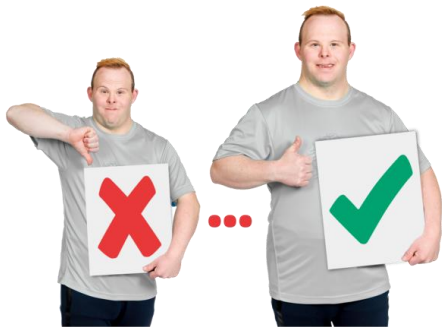
# How will we make things right?



We will tell you what we have found out about your complaint.



We will tell you what we are doing to make things better.



We will tell you how we will stop things going wrong again.



We will check that you are happy with how we have listened to you.

## Who to contact



If you are still unhappy, then you can speak to someone else. There are different people to speak to for different kinds of problems. The people you can speak to are on the next pages.



First complain to your manager, your social worker or the people who pay for your support at Social Services. Their address and phone number is:



## Who to contact

You can also complain to the Care Quality Commission.



These are the people who come and check that we are doing a good job.

They cannot look into your complaint but it is helpful for them to know that your service is doing things properly and is safe. If they are not, they can make things better.

## Who to contact

Local Government &  
Social Care  
**OMBUDSMAN**

If you are still not happy you can also complain to the Local Government and Social Care Ombudsman.

The Local Government and Social Care Ombudsman looks at complaints about councils and some other organisations.

Their job is to find out about complaints in a fair way.

# Get in touch



You can speak to the boss

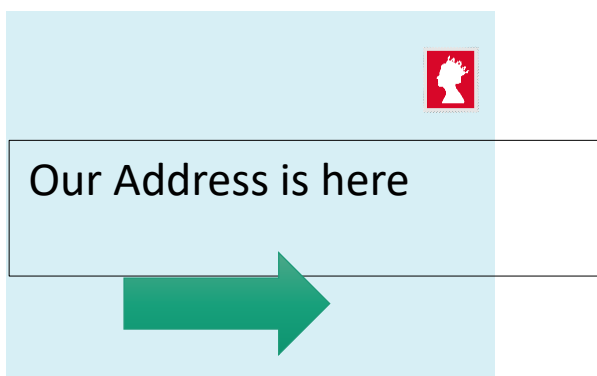
Danny

This is the phone number

02082549403

This is the email address

Daniel.roberts26@nhs.net



Maple House,  
Woodmansterne Lane,  
Wallington,  
Surrey.  
SM60SU

## Get in touch



Care Quality Commission  
(CQC)

National Correspondence

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161



The Local Government and  
Social Care Ombudsman

PO Box 4771

Coventry CV4 0EH

Tel: 0300 061 0614

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: <https://www.lgo.org.uk/>