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If English is not your first language, or you have difficulty in reading this information, please contact the Publicity and Information Officer on: (01225) 713923;

如果您的第一語言不是英語，或者您閱讀本資訊手冊時有困難，請與宣傳與資訊執行官（Publicity and Information Officer）聯繫，聯繫電話是：(01225) 713923；電子郵件：socialservices@wiltshire.gov.uk。

Jeżeli angielski nie jest Twoim pierwszym językiem lub jeżeli masz trudności z zapoznaniem się z tą informacją, proszę skontaktować się z Referentem ds. reklamy i informacji pod (01225) 713923; Email: socialservices@wiltshire.gov.uk

إذا كانت اللغة الإنجليزية ليست لغتك الأولى، أو أنك تلاحظ صعوبة في قراءة هذه المعلومات، فاتصل بموظف المعلومات والدعاية والإعلان على الرقم الهاتفي: (01225)713923؛ البريد الإلكتروني: socialservices@wiltshire.gov.uk

যদি ইংরেজি আপনার মাতৃভাষা না হয়, অথবা এই তথ্যটুকু ইংরেজিতে বুঝতে না পারেন, তাহলে পাবলিক এন্ড ইনফর্মেশন অফিসারের সাথে যোগাযোগ করুন। টেলিফোন নাম্বার: (01225) 713923; ইমেইল: socialservices@wiltshire.gov.uk

**This document was published by Wiltshire County Council.
For further copies, please contact:**

By telephone: 01225 713923

By fax: 01225 713983

**By post:
The Publicity & Information Officer, Wiltshire County Council,
Department of Community Services, County Hall
Trowbridge, Wiltshire BA14 8LE**

By email: socialservices@wiltshire.gov.uk

By textphone: 01225 713936

This leaflet can be made available in other languages and formats on request.



AMESBURY BRADFORD ON AVON CALNE CHIPPENHAM CORSHAM DEVIZES DOWNTON MALMESBURY
MARLBOROUGH MELKSHAM MERE PEWSEY SALISBURY TIDWORTH TISBURY TROWBRIDGE WARMINSTER
WESTBURY WILTON WOOTTON BASSETT & CRICKLADE WILTSHIRE'S COMMUNITY AREAS

Compliments, Comments, Complaints

How to tell us what you think about our services



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Tell us what you think about your services

Please tell us if you are happy



Tell us if you have an idea

You can:

- Tell a member of staff



- Write to us



- E-mail us at socialservices@wiltshire.gov.uk



If you are not happy about something, you can make a complaint. Talk to someone about it. If you are still unhappy you can make a complaint.

I want to make a formal complaint

Complaints Form



My name is:



I live at:

.....

..... Post Code:



My phone number is:



My complaint is:

.....

.....

.....

(You can write some more on the other side of this page)



Or, do you want to talk to someone? Yes No

Send this form to:

The Complaints Manager
Wiltshire County Council
Department of Community Services
County Hall Trowbridge BA14 8LE

If you are still unhappy

You can get in touch with

The Ombudsman
The Oaks No 2
Westwood Way
Westwood Business Park
Coventry
CV4 8JB

The Ombudsman
This is someone who does not work for Wiltshire County Council.

The Ombudsman will look at your complaint and if you think something has gone wrong, they will try to put it right.

Telephone: 0845 602 1983



Fax: 024 768 0001



Email: enquiries@lgo.org.uk



What is a complaint?

A **complaint** lets us know if we:

- Have done something wrong or badly
- Have not done something we should have
- Have been unfair



It is okay to make a complaint



You can complain about.....

- The help you get
- What you do during the day
- Where you live
- The people you live with
- The way staff treat you
- Access



There may be other reasons for being unhappy.



If you don't like the report

You can talk to a group of people who have not dealt with your complaint before. This is called a Review Panel.



The people on the Review Panel will listen to what you have to say and make suggestions to try to resolve your complaint.

You can have someone with you to support you. This could be a relative or friend or an Independent Advocate.



What happens next?

Someone will tell you by letter or phone call what will be done to sort out your complaint.



This will usually happen within 20 days.



If your complaint is complicated it may take longer, but not longer than 3 months.

April May June

How to make a complaint

- Tell a friend or one of the staff who work with you.
- If you are still not happy go back to your Social Worker or person in charge.



They will try to sort the problem out.

- There are people called Independent Advocates who can also support you. If you want an Advocate the Complaints Manager can make sure that you have one - telephone 01225 713953.
- If you are still not happy you can take your complaint further. This is called making a formal complaint.



You can complain by

- Filling in the form at the end of this leaflet
- Letter
- Telephone
- Talking to someone at your Social Services office
- E-mail
- Tape
- Pictures
- Video



What is a Formal Complaint?

- A Formal Complaint is when you complain to the Complaints Manager.
- The Complaints Manager works at County Hall. Their address and telephone number is written below.

The Complaints Manager
Wiltshire County Council
Department of Community Services
County Hall
Trowbridge
BA14 8LE

Telephone (01225) 713953

Fax (01225) 713983

Email: socialservices@wiltshire.gov.uk

