

Other useful contacts

You can contact your local Member of Parliament or County Councillor, it's their job to help you.

Find your local councillor at:
<http://councilportal.cumbria.gov.uk/mgFindMember.aspx>

Find your Member of Parliament at:
www.parliament.uk/mps-lords-and-offices/mps/

Ofsted: 0300 123 1231

Children's Commissioner: 02077838330



...about Children's Services

Want to complain about a service you're getting?
Want to tell someone they're doing a great job?
Just want to make a point?



If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 221234.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পড়তে চান অথবা অন্যভাবে চান 01228 221234 নম্বরে (ইতিহাসের অক্ষর)। W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 221234

如果您希望用其他语言了解此信息，请致电 01228 221234 Se quiser aceder a esta informação na sua língua, telefone para o 01228 221234

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 221234 Bu bilgüy kendi dilinizde görmek istiyorsanız lütfen 01228 221234 numaralı telefonu arayınız

January 2016



The Complaints Team are here to help you do this!

Here's how!

**Write to: Complaints Team,
Cumbria County Council,
The Courts,
Carlisle, CA3 8NA**

Email: complaints@cumbria.gov.uk

Phone: 01228 221234

We promise that:

- We'll get back to you quickly.
- We'll listen.
- You'll get respect.

And if you don't feel comfortable getting in touch you can get someone else to talk to us for you, that's no problem.

If your complaint is not about social care, get in touch with us and we can tell you about the way to make complaints to the council about other things.



How do I make a complaint?

If you have a complaint you can talk to someone that you already work with like a social worker or foster carer.

If you don't want to talk to them you can make your complaint straight to the Complaints Team in writing, by email or by phone. See contact details to the left.

If you want, the Complaints Team can put you in touch with an advocate (someone who can help you make your complaint). We will pass your complaint to someone who will try to sort things out for you.

If you don't think your complaint has been sorted out, get back in touch with the Complaints Team and we can ask someone independent to look into it.

They will write a report which will help us put things right for you. This can take a few weeks but we'll let you know what's happening.

If you are still not happy we can ask a group of independent people to look at your complaint and they will decide if it has been looked into properly.

If after all that you're still not happy with what happened to your complaint you can contact the Local Government Ombudsman. The Ombudsman has the final say.

**Write to: Local Government Ombudsman
PO Box 4771, Coventry, CV4 0EH**

Phone: 0300 061 0614