

How to tell us
what you think
about the services
you get... it might
be good,
it might
be bad

Adult
Social
Care



Easy Read

Tell us what you think about the services you get



Are you unhappy with the help you get?



at the day centre?



where you live?



from your social worker?
from your support worker?



If you are **not** pleased with the service you get then you can tell us. We will listen to what you say.



If you **are** pleased with the service you get then you can tell us too.

Why should you tell us about what happens to you, good or bad?

If you can tell us when you are happy with the service you get, or how we could make things better this is called making a compliment or comment. It is good if you can tell us because...



We need to know people get the service they want.



The things you tell us are important because you have a say in the way things happen.

If you can tell us about any problems with the service you get this is called making a complaint. It is good if you tell us because...

We can then try to make things better for you and for other people



How to complain...Your Rights



You have the right to complain.



You will not get into trouble if you complain.



Unless somebody is being hurt, we will not tell anyone else that you complained.



Only people that work to sort out what you complained about will know what you have told us.

Some things you may want to complain about

You can complain:



If you have been treated badly.



If something is taking too long.



If something you asked for has not been done.

Some things you may want to complain about (continued)



If the services you get are not as good as they should be.



If you think people could do a better job in giving you the help you need.

How to complain:

You can choose how you complain:



- 1 You could talk with staff or a manager to sort the problem out.

You do not have to talk with staff if you do not want to.

Or



- 2 You can talk to someone in the Complaints Team

The Complaints Team works in a different office and is nothing to do with the service you get.

Or

More about how to complain:



- 3 You can call the Complaints Team on
01228 221234

Or



- 4 You can write to the Complaints Team at:
**The Complaints Team
Cumbria County Council
Cumbria House
117 Botchergate
Carlisle CA1 1RD**

Or



- 5 You can email the Complaints Team at:
complaints@cumbria.gov.uk



Or

- 6 You could fill in the form inside this leaflet and send it to the Complaints Team.



You can get someone you trust to help you.



Then post the form to the address on the bottom of the form.

What will happen after you have complained?



After you have complained we will talk to you about what you have complained about.



You can choose:
if you want us to come and see you

Or



if you want to talk to us on the phone.



We will ask you what you are upset or angry about.



We will also ask you what you think will make things better.

We will then try to put things right.

What if the council does not sort things out?



If the council has not sorted things out, and you are still unhappy, then you can complain to someone called the Local Government Ombudsman. This person does not work for the council.



The Local Government Ombudsman can look into how the council has or has not done something.



It will not cost you any money to make your complaint to the Local Government Ombudsman.



You can write to the Local Government Ombudsman at:

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



You can call the Local Government Ombudsman on:
0300 061 0614



You can find out more about the Local Government Ombudsman on their website:
lgo.org.uk

How to get help to make your complaint



You can get help to complain from someone called an advocate.



An advocate will listen to what you have to say and will help you to complain to the council.



People First offer Advocacy support through Best Life Independent Advocacy. You do not have to pay for this.



You can write to them at their
Head Office at:

**Best Life Independent
Advocacy
The Best Life Building
4-8 Oxford Street
Workington
CA14 2AH**



You can call on:
03003 038 037



You can visit their website
bestlife.org.uk and ask for an
advocate using the online form.

Words list

These are some of the words we use in this leaflet:

Complaints Team

These are the people in the council who look after our complaints service.

Local Government Ombudsman

If the council has not sorted things out for you then you can complain to the Local Government Ombudsman. They are separate to the Council.

Advocate

Someone who can help you make a complaint. They can help you with reading, writing or making phone calls. They can also help you with understanding things.



Translation Services

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 পেতে চান তাহলে অনুগ্রহ করে 01228 221234 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 221234

Jeigu norétumėte gauti šią informaciją savo kalba,
skambinkite telefonu 01228 221234

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 221234

Se quiser aceder a esta informação na sua língua,
telefone para o 01228 221234

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 221234 numaralı telefonu arayınız



February 2017