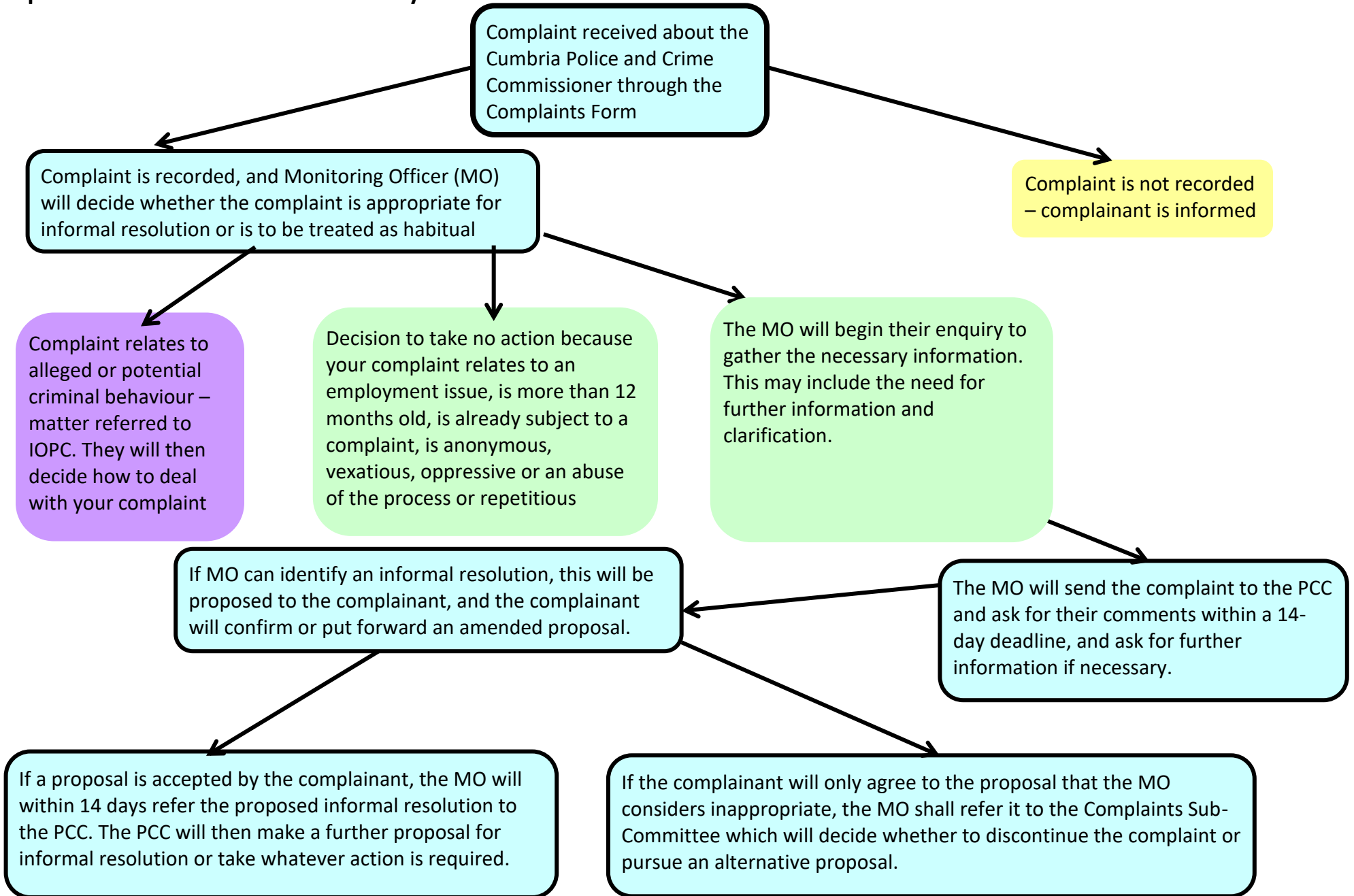


Complaints Process Flowchart – Summary



General Note – If you are not satisfied with the way we have handled your complaint you can ask the Local Government and Social Care Ombudsman to look into your case.

The contact details are:

The Local Government Ombudsman

Website: *www.lgo.org.uk*

Call the LGO Advice Team on **0300 061 0614** or
0845 602 1983

Email: **advice@lgo.org.uk**

Write to the Local Government Ombudsman,

PO Box 4771

Coventry CV4 0EH