

No need to use a stamp

PRIVATE & PERSONAL

1



BUSINESS REPLY SERVICE  
License No L.S. 675

The Complaints Officer  
Social Services  
110 Merrion Centre  
Leeds  
LS2 3YY

Fold here

How to send this to us:

1. Tear along the dotted line.
2. Lick along the 'Gum strip' on the other side of this page.
3. Fold page in half and press together.
4. You don't need to use a stamp.  
Put in postbox.

# How to complain

If you are not happy with the help you get



# You can Complain



## Why complain?

If you are not happy with the help you get at your **Day Service**.



If you are not happy with the help you get at your **staffed house**.



If you are not happy about the help you get from your **Care Manager**.



If you are not happy about the help you get from your **Support Worker**.



If you are not happy about any of the services you get from **Social Services** you need to complain, so that any problems can get sorted out.

## Yes, I want to Complain

I am not happy and want my problem sorting out.

(You can ask someone else to write for you if you like)

My name is .....



I live at .....



My phone number is.....



I am not happy because .....

.....  
.....  
.....  
.....  
.....  
.....

tear along the line

Gum strip

Gum strip

Gum strip

Gum strip

## You can take your complaint further if you want to

If you are not happy with the outcome of your complaint or how it has been handled, then you can complain to:

**The Local Government Ombudsman,**  
Beverley House,  
17 Shipton Road,  
York,  
YO30 5FZ  
Telephone: 01904 380 200



## If you want to complain about a Health Service


Speak to someone at the  
**Independent Complaints and  
Advocacy Service:**

Tel: 0845 120 3734



You can get this leaflet in large print, Braille and on tape cassette. It can also be made available in other languages. Please telephone: 0113 247 8627

## This is how to complain


 You could **talk to staff** to sort out the problem. But you don't have to if you don't want to.



 You could **talk to a 'Complaints Officer'** at Social Services.

**Telephone: 247 8627**  
or 247 8679  
or 395 0392



 You could **write to the 'Complaints Officer'** by sending in the form at the back of this leaflet.

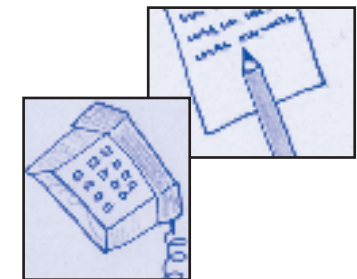


You can also complain to:

**'The Commission for Social Care Inspection':**

CSCI Area Office,  
Aire House,  
Town Street,  
Leeds, LS13 1HP

Tel: 0113 2011075



## Do you want someone to help you complain?

There are people who can help you to complain. They will listen to you and tell the **'Complaints Officer'** why you are not happy. They will not tell anybody else what you tell them.



You can ask anyone you want to help you complain.

If you want, these people could help you complain:



Leeds Advocacy  
Tel: 244 0606



## What will happen when you complain?

You will not get into trouble.

You have the right to complain. You will not get into trouble at your day service or where you live. You will not get into trouble with your Care Manager or Support Worker.



The Complaints Officer will try to sort out the problem.

They will ask someone to look into your complaint. This person is called an **'Investigating Officer.'**



If you are still not happy then you can talk to a group of people called the **'Review Panel.'** The Complaints Officer will arrange this for you.

