



Making a complaint or a compliment about Health or Social Care Services



How do I complain?

The first thing you need to do is



Speak to your Social Worker, Health Care worker, Key worker or Manager.

They will try to help you sort out the problem.

If you are still unhappy



Then you can fill in the form on the next page called About Me, and send it Freepost in the attached envelope.

Or

You can speak to the Complaints Team.

They will listen to your problem.

The complaints team phone number is 01452 426539.



About Me

Please fill in the boxes:



My name is:

My address is:



My telephone number is:

I would like to make a:



Complaint



Compliment

I would like to tell you about:

What would you like to happen?



What happens next

If you have made a Complaint



We will try to make things better using something called a complaints procedure.



To do this someone will come and talk to you.

This person may ask other people some questions.



They will send you a letter with an answer or they might want to talk to you again.



If you are still unhappy you can ask for your complaint to be looked at again.

What happens next

If you have made a Compliment



We use the information you gave us to thank the person or service you have made a compliment about.



We may share this information with other people to show the good things that are happening.

This is how we can help staff to make our services better for other people.

Can someone help me make my complaint?



You may like someone you trust to help you speak up.

The person helping you is called an advocate



They can help you fill in the complaint form or write letters.



They can go to meetings with you.

How can I get an advocate?



You can ask your keyworker or the complaints team can find someone to help you. You can phone the complaints team on 01452 426539.



How you get this information

If you require this document in an alternative format, or language, please contact us on 01452 426539 or corporatecomplaintsteam@gloucestershire.gov.uk