Making a complaint or a compliment about Health or Social Care Services
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We want to know what’s bad about our Services.
This is a complaint.

We want to know what’s good about our Services.
This is a compliment.
Are you happy, sad, angry or upset with the help you get?

If you are unhappy with the support or service you get you can tell someone.

Sad  This is called making a complaint.

We would like to hear everyone’s complaints so we can try and make things better for them.

Happy  If you are happy with the support and service you get we would like to know.

This is called a compliment.

We would like to hear everyone’s compliments so we can tell staff when they are doing something well.
We all learn from complaints and they can help us make the services we provide to you better.

If you complain, everyone will be helped and supported, and you will be treated fairly.

If you make a complaint it will be kept private but we may need to speak to other people who know you to find out more.
Your complaint or your compliment may be about......

Where you live

The staff who help you

What services you use

What transport you use

Other things like.....

Your Doctor
Your Personal Assistant
Your Chiropodist
Your Optician
Your Social Worker
Your Dentist
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
- [x] Compliment

I would like to tell you about:

What would you like to happen?
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.
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.

A senior manager in Gloucestershire County Council or the Health Service may send the person or service a card to thank them too.
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

We can produce this document in Braille, in large print, on audio tape and in other languages. If you would like a copy in one of these formats, please phone 01452 426504.

Niniejszy dokument dostępnny jest alfabetem brajla, w wersji z powiekszym drukiem, na kasecie oraz w innych wersjach jezykowych. Aby otrzymać dokument w innym formacie prosimy dzwonić pod numer 01452 426504.