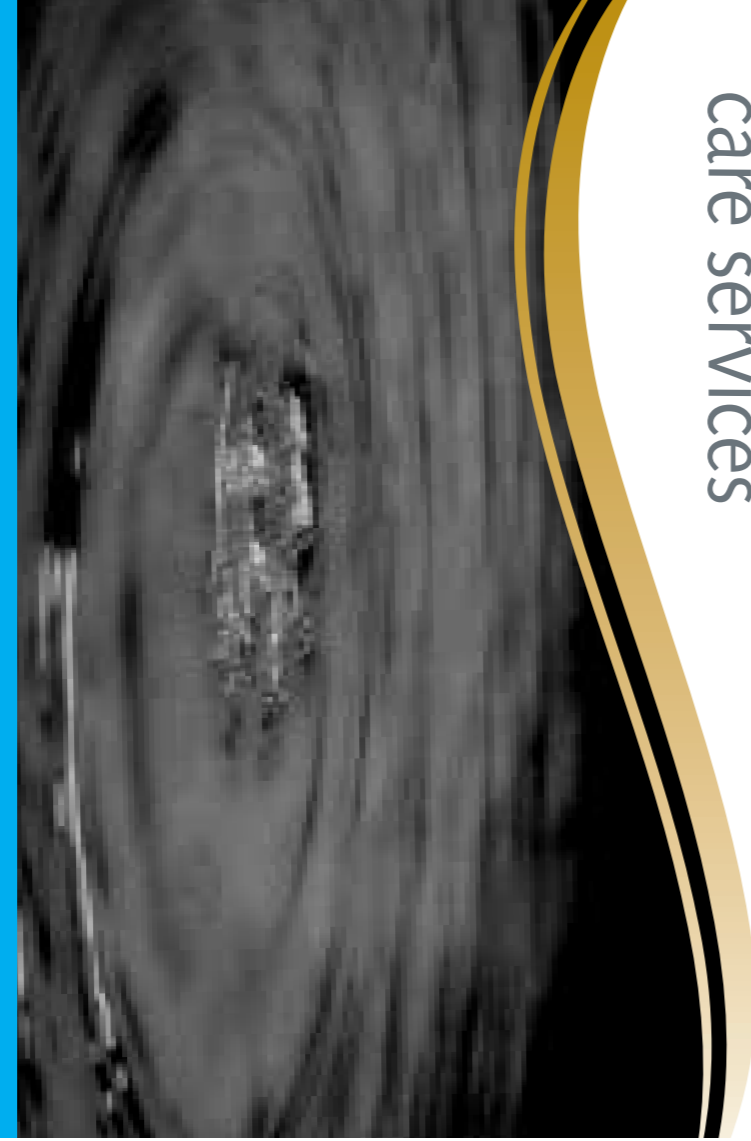


How you can comment, compliment
or complain about our services
www.staffordshire.gov.uk/health/



Your views about social care services



Advocacy

You may wish someone to help and support you when providing us with your feedback. An advocate is completely independent of other people and can speak on your behalf if you so wish. This may be a friend or relative.

Contact details for organisations who may be able to provide this service are on page seven.

What you should expect when you contact us and wish to complain

We aim to thoroughly and fairly investigate all complaints and put things right quickly. You should expect:

- To be contacted personally to discuss your complaint
- To have a named contact person
- Discussion about:
 - ◆ What you think is needed to put things right
 - ◆ What needs to be done
 - ◆ How long it might take
- To receive updates on progress with your complaint
- To receive a clear written outcome to your complaint
- To be treated with courtesy and respect

If you would like this or any other information:

- in larger print;
 - in Braille;
 - in another language;
 - on audio cassette or CD; or
 - in easy words and pictures;
- contact our helpline on 01785 276900 or speak to someone at your local office for this service.



November 2009
FMS 62A

Design and print by Staffordshire County Council Print Commissioning Service.
Telephone: 01785 276051

If your complaint relates to more than one service provider or an independent agency, and we have been involved, we will help you obtain a co-ordinated response in accordance with your wishes.

If you are not happy with the outcome of your complaint, we welcome the opportunity to discuss this with you and any further action to resolve your concerns. You also have the right to refer to the Local Government Ombudsman.

Local Government Ombudsman at:-

Local Government Ombudsman
The Oaks No. 2
Westwood Way
Westwood Business Park
Coventry CV4 8JB
Advice Line: 0845 602 1983
Email: advice@lgo.org.uk
Text: 'call back' and send to 0762 480 4323

