



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

☐

Compliment

☐

I would like to tell you about:

What would you like to happen?

What happens next

If you have made a Complaint

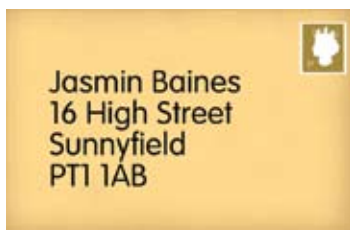


We will try to make things better using something called a complaints procedure.



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.



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.

এই তথ্যের পত্রিকাটি ব্রেইলে, বড় ছাপায়, কানে শোনার টেপে এবং অন্যান্য ভাষায় আমরা প্রকাশ করতে পারি। এই ধরনের কোন আকারে আপনি যদি এটার একটা কপি (প্রতিলিপি) পেতে চান, তাহলে দয়া করে ০১৪৫২ ৪২৬৫০৪ নম্বরে টেলিফোন করবেন।

我們可以製造這份文件的凸字本，大型字體本，音帶及其他語文的譯本。如果你希望得到以上任何一種版本，請致電01452 426504。

અમે આ દસ્તાવેજ અંધલિપિ, મોટા અક્ષરો, ઓડિઓ ટેપ અને બીજી ભાષાઓમાં તૈયાર કરી શકીએ છીએ. તમોને જો ઉપરની કોઈ ઢબમાં એની નકલ જોઈતી હોય તો, મહેરબાની કરીને ૦૧૪૫૨ ૪૨૬૫૦૪ નંબર પર ફોન કરશો.

ہم اس دستاویز کو بریل میں، بڑی چھپائی، آڈیو ٹیپ پر اور دوسری زبانوں میں تیار کر سکتے ہیں۔ اگر آپ کو اس کی نقل کسی ایک مذکورہ فورمیٹ میں درکار ہے تو براہ مہربانی اس نمبر پر فون کریں : 01452 426504

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