

Directorate of Adult, Community
& Housing Services

complaints



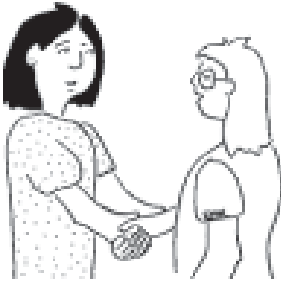
are you unhappy about something ?

we may be able to help
you to change things



If you are unhappy about something you may be able to change things by telling someone about it.

This is called complaining.
Remember - it's OK to complain.



You can tell your carers. If you tell them why you are not happy they may be able to help.



Or you can talk to us. We are the **Quality and Complaints Team** and we can help you if things are not right.



There are many things that make people sad or angry.

You may want to complain:



if you don't feel safe -



or if you are not happy about the way you are treated.



You may want to
complain about things
at your day centre -



about your
transport -



your meals -



or about where
you live.



If you want to talk to the **Quality and Complaints Team** you can phone us on 01384 813068;



or you can write to us using the form over the page;

or you can e-mail us at the address on the back of this form;



or we can meet with you. Please phone us to make an appointment.

If you want to make a complaint we need to know the following details about you.

Name:



Address:

.....

.....



Phone number:



Have you already spoken to someone about your complaint?

Yes No

If yes, who have you spoken to?

.....

Would you like someone to help you with your complaint? This person is called an advocate.

Yes No



Use the space below to tell us about your complaint:

What would make things better for you?
How can we help you?

Please sign your name:

Today's date:

If you can, keep a copy of this form for yourself.



Send the form to:
Quality and Complaints Team,
Ednam House, Dudley DY1 3JJ

E-mail: complaints.ssd@dudley.gov.uk