

contact details for compliments and complaints

Adult Social Care and Health has been working very hard to promote dignity and respect for everyone who makes use of its services. If you feel you have not been treated with dignity and respect, we want to know.

We encourage you to talk to the manager of the service you are using to get any issues sorted out straight away. If you don't feel you can do this or are not satisfied with the response you are given, ring the number opposite.

dignity and respect

We also want to know about good practice, so you can call the same number to compliment any service or members of staff who you feel have worked particularly well to put 'the dignity challenge' into practice.

Customer Services Centre:

08449 808080

Adult Social Care and Health services in Nottinghamshire are committed to respecting people's dignity and should:

- 1 have a zero tolerance of all forms of abuse
- 2 support people with the same respect you would want for yourself or a member of your family
- 3 treat each person as an individual by offering a personalised service
- 4 enable people to maintain the maximum possible level of independence, choice, and control
- 5 listen and support people to express their needs and wants
- 6 respect people's right to privacy
- 7 ensure people feel able to complain without fear of retribution
- 8 engage with family members and carers as care partners
- 9 assist people to maintain confidence and a positive self esteem
- 10 act to alleviate people's loneliness and isolation.

dignity

dignity in social care services
for people in Nottinghamshire

