

# Have your say

about adult care services from  
Nottinghamshire County Council



**Compliments**



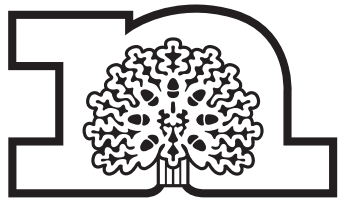
**Comments**



**Concerns**



**Complaints**



Nottinghamshire  
County Council

## What is this leaflet about?

Nottinghamshire County Council wants to hear what you have to say about the services you get from us.

## What you can tell us



**Compliments** – if you have had a good service.



**Comments** – if you think of changes that would make services better.



**Concerns** – if you have a problem we can sort out right away.



**Complaints** – if you have a problem that needs looking into before it can be sorted out.

## Who you can tell - you can

**Talk to any member of staff.**



**Telephone the Customer Service Centre:  
08449 80 80 80**



**Visit our website and fill in the form:  
[www.nottinghamshire.gov.uk/  
commentsandcomplaintsformasch](http://www.nottinghamshire.gov.uk/commentsandcomplaintsformasch)**



**Write to us at:**

**Customer Relations Service  
Adult Social Care and Health Department  
County Hall  
Loughborough Road  
West Bridgford  
Nottingham  
NG2 7QP**

## What happens next?



**Compliments** will go to the person who has given you the good service.



**Comments** will go to the person in charge of the service.



**Concerns** will be sorted out by the person you tell.



If you have a **complaint** someone from our Customer Relations Service will get in touch with you. They will speak to you about:

- what we can do to put things right
- how long this might take.

We try to make sure that we sort out all complaints within 6 months.



## If you are still not happy

If you are not happy with what has been done to sort out your complaint you can contact the Local Government Ombudsman.

Telephone: **0845 602 1983**

Email: **advice@lgo.org.uk**

**Ombudsman:** someone who can look at your complaint when services have not been able to sort them out.

## Do you need help?

If you need help to tell us what you think you can:

- get someone you trust to do it for you. This could be someone from your family or a friend.
- ask an advocate to help you. Advocates are independent and not part of the Council. They can help you tell the Council what the problem is.

You can find contact details for advocates on our website:

**[www.nottinghamshire.gov.uk/advocacyproviders#ld](http://www.nottinghamshire.gov.uk/advocacyproviders#ld)**



Contact the Customer Service Centre if you need the information in a different language or format:



Customer Service Centre, PO Box 9320,  
Nottingham. NG15 5BL

phone **08449 80 80 80**

Calls cost 3p/min from BT landlines.

Mobile costs may vary.

e-mail **enquiries@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



INVESTOR IN PEOPLE

Published by Nottinghamshire County Council  
Adult Social Care and Health Department

Printed by Design, Publications & Print

Photos from [www.photosymbols.com](http://www.photosymbols.com)

Design by Information Team

Ref: ASCH/312/02.10



Please recycle when you have finished with this publication.