



**Easy Read information
about:**



Have Your Say



Nottinghamshire County Council wants to hear what you have to say about the services and support we provide.



This documents tells you how you can share your thoughts and comments.



We encourage all views about our services. They can be good or bad.



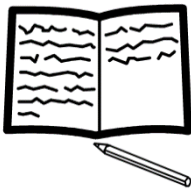
What you tell us helps us to improve our services and to plan for the future.

We want you to tell us about:



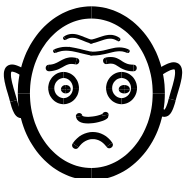
Compliments

If you have had a good service



Comments

If you think that services need to change



Concerns

If you have a problem we can sort out straight away



Complaints

If you have a problem that needs looking into before it can be sorted out.

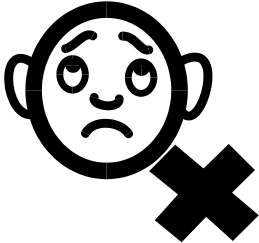


Sometimes we may need to pass information to other teams answer what you said.

We will not share your personal details with anyone unless you agree or if it is really important.



What if I want to complain?



If you are not happy with the way the Council is dealing with your concern.

You can:



Speak to a member of staff



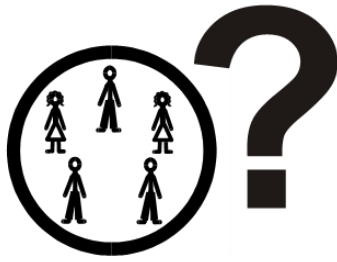
Telephone Customer Services on 0300 500 80 80



Answer questions by filling in the online form, click on the [Contact Us](#) link.



Email us:
complaints@nottsc.gov.uk



Who can complain?



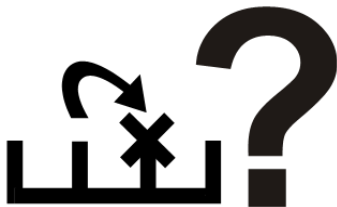
Anyone who receives services from Nottinghamshire County Council.



What can I complain about?



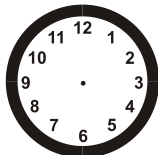
Any service provided or paid for by Nottinghamshire County Council



What will happen?



Someone from our Complaints Team will get in touch to tell you how your complaint will be dealt with.



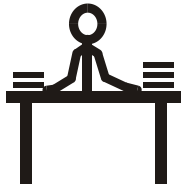
They will also let you know how long it will take to sort out. It shouldn't be more than 28 days.



A complaints officer may want to talk to you to get a better understanding of your complaint.



What if I am still not happy?



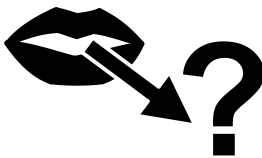
When we have finished looking at your complaint and if you are still not happy you can contact your **Local Government Ombudsman**.



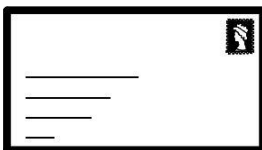
This is someone who does not work for Nottinghamshire County Council. They are independent and separate.



They will listen to your complaint after the Council has tried to help with it.



They might ask for lots of information about what has been done already.



Write to:
Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH



Telephone: 0300 061 0614

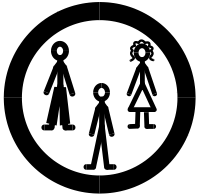
Text: 07624 804323



Website:
www.lgo.org.uk/making-a-complaint



What if I need support?

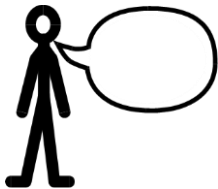


If you need help to tell us what you think you can:

Get someone you trust to do it for you. This could be someone from your family or a friend



Try asking someone to write down what you want to say



Ask an advocate to help you.



Advocates are people who are not doing anything with the council who can help you say what you want to say.



Website:

<http://www.nottinghamshire.gov.uk/care/adult-social-care/advocacy>

POhWER
advocacy, making your voice heard



In Nottinghamshire we use **POhWER** advocates to help people. There is information about them on their website or you can phone 0300 456 2370



Website:

<http://www.pohwer.net/nottinghamshire>



You can ask someone at **Citizens Advice Bureau** to help you.

They can offer advice online, by phone and in a local office.



Website:

www.citizensadvice.org.uk



Phone Adviceline: 03444 111 444

Text relay: 03444 111445



Ask at the County Council Libraries

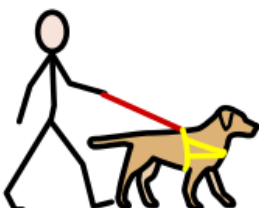
To complain, we can help with things like:



A loop hearing system



An interpreter



Or facilities for an assistance dog.



Who do I contact?



Nottinghamshire County Council



Phone Customer Services on

0300 500 80 80



Email:

enquiries@nottscc.gov.uk



Website:

www.nottinghamshire.gov.uk



Minicom:

01623 869598



Tell us if you need the information in another language or format.