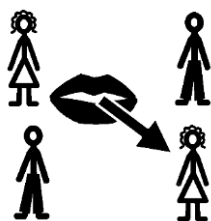


# Support for carers: Making a complaint



This easy read tells you about what to do if you have a problem with a service and how to make a complaint.

## If you have a problem with a service



If you are not happy with a service, you should first ask them to fix any problems.

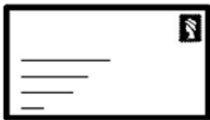


If you are not happy with the way the service has tried to fix the problem, you can get in touch with Nottingham City Council or Nottinghamshire County Council to make a complaint.

# Nottingham City Council Complaints



You can make [Nottingham City Council complaints](#) online.



If you want to write to Nottingham City Council with your complaint, you can write a letter to:

Have Your Say  
Nottingham City Council  
Loxley House  
Station Street  
Nottingham  
NG2 3NG



If you would prefer to speak to someone you can phone: 0115 915 5555

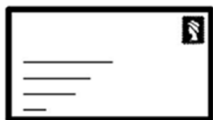
# Nottinghamshire County Council complaints



To make a complaint to Nottinghamshire County Council, you can do this [online](#).

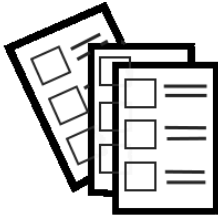


If you would rather speak to someone, you can contact the customer service team on 0300 500 80 80.



If you would prefer to write a letter, you can write to:

Complaints and Information Team,  
County Hall,  
West Bridgford,  
Nottingham,  
NG2 7QP



We have lots of other documents about for support for carers in [our easy read library](#).

This document is part of a set of 19.

## **Links in this document**

### **Nottingham City Council online complaints**

[nottinghamcity.gov.uk/your-council/contact-us/have-your-say-comments-compliments-and-complaints](https://nottinghamcity.gov.uk/your-council/contact-us/have-your-say-comments-compliments-and-complaints)

### **Nottinghamshire County Council online complaints**

[nottinghamshire.gov.uk/contact-and-complaints/complaints/comments-compliments-and-complaints](https://nottinghamshire.gov.uk/contact-and-complaints/complaints/comments-compliments-and-complaints)

### **Nottinghamshire County Council easy read library**

[nottinghamshire.gov.uk/global-content/easy-read-library](https://nottinghamshire.gov.uk/global-content/easy-read-library)

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