

Have your say



This easy read explains how you can tell Nottinghamshire County Council what you think about our services.

Have your say



We want to hear what you have to say about the services and support we provide.



We want to hear from you whether you think we do a good job or a bad job.



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

We would like you to give us your



- **Compliments**

If you have had a good service.



- **Comments**

If you want to tell us how services could be better.



- **Concerns**

If you have a problem and we can sort it out straight away.



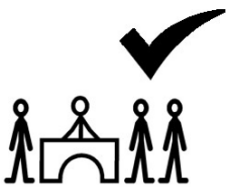
- **Complaints**

If you have told us about a problem and we haven't been able to sort it out.

What we will do with the information you give us



Information you give us might be given to other teams in the council.



We share information so the right people hear what you have to say.



We will not usually share your personal details with other organisations unless you agree.



But sometimes we **must** share what you have said if you or someone else needs protecting and keeping safe.



If we must share your information, we will say what we are doing and why.

How to give us your compliments, comments and concerns



You can speak to a member of staff or the manager of the service.



You can also contact the council directly by telephoning our [customer services team](#).

Making a complaint



If you are not happy with the way the Council is dealing with your problem, you can:

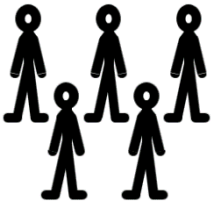


- Speak to a member of staff



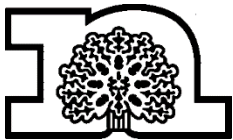
- Contact our [Customer Services team](#)

Who can complain?



Anyone who receives services from Nottinghamshire County Council can complain.

What can I complain about?



You can complain about any service provided or paid for by Nottinghamshire County Council.

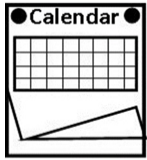
What happens when I make a complaint?



Someone from our complaints team will contact you and say how we plan to deal with your complaint.



They will tell you how long it will take to look at your complaint and contact you to say what has happened.

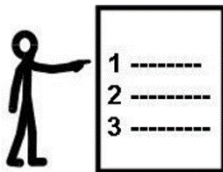


28 Days

Looking at your complaint and getting back to you should not take longer than 28 days.



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

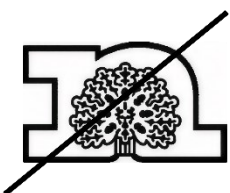


When we have finished looking at your complaint, we will contact you to say what we have found and what we have done.

What if I am still not happy?



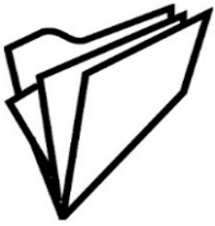
If you are still not happy you can contact the **Local Government Ombudsman**.



The Ombudsman is independent. This means they do not work for Nottinghamshire County Council.



They make sure you have been treated fairly, and the complaint has been dealt with properly.

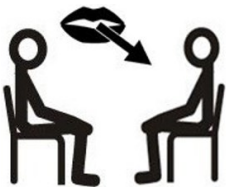


They might ask for lots of information about what has already been done.



More information about how to complain is on [the Local Government Ombudsman's website](#).

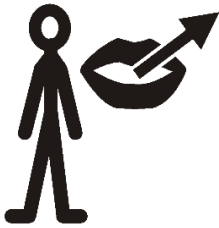
Getting support



You can talk to someone you trust to help you or to make the complaint for you.



This could be a family member, friend or advocate.



An advocate is someone who has nothing to do with the council. They help to make sure you are listened to.



We have [information about advocates on our website](#).



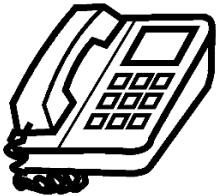
The independent advocacy organisation [POhWER](#) works in Nottinghamshire.



You can telephone POhWER on:
0300 456 2370.



You can also get help from Citizens Advice [online](#), by phone and in a local office.



Telephone: 03444 111 444



Text Relay: 03444 111 445



Your local library can give you more information.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them, including:

Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Relay UK

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



SignVideo

Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

Local Government Ombudsman

www.lgo.org.uk/make-a-complaint

Nottinghamshire County Council – Advocacy advice

www.nottinghamshire.gov.uk/care/adult-social-care/advocacy

POhWER independent advocacy service

www.pohwer.net/nottinghamshire

Citizens Advice Nottinghamshire

citizensadvicenottingham.org.uk

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For the plain English web page version of this information, go to:

[Complaints and information requests | Nottinghamshire County Council](https://www.nottinghamshire.gov.uk/contact-and-complaints/complaints)

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