Your guide to the SOCIAL CARE COMPLAINTS COMPLAINTS COMPLAINTS

Children & Families





We want to know of any comments or suggestions you may have about the social care services provided by Children & Families.

If you have concerns about our services then you have a right to complain.

The Department has a comprehensive Complaints Procedure.



If you are not satisfied with the service that you have received, then if possible you should talk to the people who provide this service to give them the opportunity to put things right for you.

If you still remain dissatisfied or feel unable to talk to them, then your complaint can proceed to the next stage.

stage 2

You can tell your local office about your complaint or you can go direct to the Complaints Team, contact details overleaf.

The Complaints Manager will contact you and record your complaint in detail. This will then be investigated and you may be invited to a meeting to discuss the investigator's report and what happens next.

If you are still dissatisfied, you can go to the next stage.



You can ask for your complaint to be heard by an Independent Complaints Review Panel. The Panel will review what has been done to resolve your complaint and make recommendations to the director of the relevant department if anything further needs to be done.

This is the end of the Social Care Complaints Procedure, but if at the end of this stage you still feel dissatisfied you can take your complaint to anyone who you think can help:

- your local councillor
- → your member of parliament
- the local government ombudsman
- your legal advisor.

You can go straight to them, but they will usually ask you to start at stage 1.

Each stage of the complaints procedure should take between 25 and 65 working days. If it is likely to take longer to resolve your complaint, then you will be contacted and kept informed.



comments, compliments & complaints

To "**Have Your Say**" about **other** Council services you can either:

- complete the online form at www.nottinghamcity.gov.uk/haveyoursay;
- phone us direct if you know the number or call us on 0115 915 5555 and we'll put you through;
- speak to us in person at any Council reception point or office;
- use Textphone or minicom by dialling 18001 0115 then the direct telephone number of the service you want to feed back about if you know it, or 915 5555 and ask them to put you through; or
- write direct to the service you want to feed back about or, if you don't know their address, write to: Have Your Say, Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG.

Social Care Complaints

If you requre this information in an alternative language, large print, Braille, audio tape or text-only version, please call us on **0115 876 5974** or email **socialcarecomplaints@nottinghamcity.gov.uk**

Urdu	موکل کر کے مطلق هلات اکر آپ بی ملوان کی اوران می چاچ ہیں۔ یا ہزے پرنسٹی، یا پر ٹی شی، بیک اوالوکوں کے لئے ہ، یا شفاہ لی نیپ، یا مرف کسی ہوی مجارت، توم پانی نے سن فرس کریں socialcarecomplaints@nottinghamcity.gov.uk یا ای کل کریں socialcarecomplaints@nottinghamcity.gov.uk
Punjabi	ਸੋਸ਼ਲ ਕੇਅਰ ਬਾਰੇ ਸ਼ਕਾਇਤ ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅੱਖਰਾਂ, ਟੇਪ ਤੇ ਜਾਂ ਸਿਰਫ਼ ਲਿੱਖਤੀ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 0115 876 5974 ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਈਮੇਲ ਕਰੋ socialcarecomplaints@nottinghamcity.gov.uk
Polish	Zaźalenia dotyczące Opieki Socjalnej Jeśli potrzebujesz tej informacji w innym języku, duźym formacie, języku Braille, wersji dźwiękowej lub tylko tekstowej, proszę zadzwoń do nas na numer 0115 876 5974 lub napisz emaila na socialcarecomplaints@nottinghamcity.gov.uk
Czech	Stižnosti na Sociálni péči Pokud potřebujete tyto informace v jiném jazyce, velkém formátu, Braillově písmu, jake audio nahrávku nebo pouze textovou verzi, zavolejte nám, prosím, nam 0115 876 5974 nebo pošlete email na socialcarecomplaints@nottinghamcity.gov.uk
Arabic	شكارى الرعاية الاجتماعية إذا تطلبتم هذه المعلومات في لغة بديلة، احرف طباعة كبيرة، طريقة البرايل، شريط صوتي أو بإصدار نصبي فقط، يرجى الإتصال بنا على 5974 1158 0115 أو عبر البريد الالكتروني: socialcarecomplaints@nottinghamcity.gov.uk
Farsi	شکایات مراقبت اجتماعی اگر شما نیاز به این اطلاعات در یک زبان دیگری، چاپ بزرگ، خط بریل، نوار صوتی و یا فقط متن نسخه میخواهید، لطفا با ما از طریق شماره تلفون 5974 0115 0015 و یا پست الکترونیک socialcarecomplaints@nottinghamcity.gov.uk تماس بگیرید.
Bengali	সোশ্যাল কেয়ার অভিযোগ যদি এই তথ্য কোন বিকল্প ভাষায়, বড় অক্ষরে, ব্রেইল-এ, অডিও টেইপ-এ অথবা কেবল টেক্সট পদ্ধতিতে আপনার প্রয়োজন হয়, তা'হলে দয়া করে আমাদের ফোন করুনঃ 0115 876 5974 অথবা ইমেইল করুনঃ socialcarecomplaints@nottinghamcity.gov.uk
Chinese	社会服务投诉: 如果你需要这个信息的其他语言翻译,大字印刷,盲文,录音带,纯文字版,请和我 们电话联系,电话号是 0115 876 5974 或发电子邮件给我们,邮箱地址 socialcarecomplaints@nottinghamcity.gov.uk
Somali	Dacwadaha Xanaaneynta Bulshada Hadii aad u baahantahay warbixiintan iyadoo luuqadkale ah, iyadoo si waweyn loo soo daabacay, iyada oo taabasho ah hadii aadan arkeynin, iyada oo dhageysi ah ama iyada oo qoraal keliya ah. Fadlan nagala soo zxiriir 0115 876 5974 ama email kan socialcarecomplaints@nottinghamcity.gov.uk
French	Plaintes de Soin Sociaux Si vous exigez cette information dans une autre langue, gros caractères, en Braille, bande sonore ou de version texte seulement, veuillez nous appeler au 0115 876 5974 ou par e-mail socialcarecomplaints@nottinghamcity.gov.uk

Contact us

Social Care Complaints Service, Loxley House, Station Street, Nottingham, NG2 3NG. Tel: **0115 876 5974** or email **socialcarecomplaints@nottinghamcity.gov.uk**