



Your guide to the

adult social care complaints process





We want to know of any comments or suggestions you may have about the social care services provided by Adult Support and Health. If you have concerns about our services then you have a right to complain.

Tell us about your complaint

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 you can complain to the Complaints Team.

Whoever you decide to contact, we will acknowledge your complaint within 3 working days.

Looking at your complaint

We will contact you within 10 working days to let you know who is dealing with your complaint and how long this is likely to take.

We will look into your complaint and tell you what we are going to do to resolve it with you. This should take no more than 60 working days and it may take a lot less.

→ What happens next

If you are not happy with the way we have dealt with your complaint then you can contact:

- **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 contact us first.



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 **0115 915 5555** and ask them to put you through.
- 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 require 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

سوشل کیئر کے شکایات
اگر آپ معلومات کی زبان میں پناہ چاہتے ہیں، یا بڑے فونٹ میں، بریل میں، یا جگہ جگہ والوں کے لئے ہے، یا سنیڈ ایڈجسٹ، یا صرف کلمی ہیری مارت،
تو ہیری مارت سے اس بریل پینٹیشن کریں 0115 876 5974
یا ای میل کریں socialcarecomplaints@nottinghamcity.gov.uk

Punjabi

ਸੋਸ਼ਲ ਕੇਅਰ ਬਾਰੇ ਸ਼ਕਾਇਤ
ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅੱਖਰਾਂ, ਟੈਪ ਤੇ ਜਾਂ ਸਿਰਫ ਠਿੱਠੀ ਰੂਪ ਵਿੱਚ
ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਸਿਰਕਾਰੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 0115 876 5974 ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਈਮੇਲ ਕਰੋ
socialcarecomplaints@nottinghamcity.gov.uk

Polish

Zażalenia dotyczące Opieki Socjalnej
Jeśli potrzebujesz tej informacji w innym języku, dużym 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

Stížnosti na Sociální péči
Pokud potřebujete tyto informace v jiném jazyce, velkém formátu, Braillově písmu, jake
audio nahrávku nebo pouze textovou verzí, zavolejte nám, prosím, na 0115 876 5974
nebo pošlete email na socialcarecomplaints@nottinghamcity.gov.uk

Arabic

شكوى الرعاية الاجتماعية
إذا تطلبت هذه المعلومات في لغة بديلة، احرف طباعة كبيرة، طريقة البرايل، شريط صوتي أو بإصدار نصي فقط،
يرجى الإتصال بنا على 0115 876 5974
أو عبر البريد الإلكتروني: 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 میخواید، لطفاً با ما
از طریق شماره تلفن 0115 876 5974
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, তাহলে দয়া করে আমাদের ফোন করুনঃ 0115 876 5974
অথবা ইমেইল করুনঃ socialcarecomplaints@nottinghamcity.gov.uk

Chinese

社会服务投诉:
如果您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 wawayn loo
soo daabacay, iyada oo taabasho ah hadii aadan arkeynin, iyada oo dhageysi ah ama
iyada oo qoraal keliya ah. Fadlan nagala soo xiriir 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