Can I get help making my complaint?

Yes. We will put you in touch with an advocate who you can talk to about your complaint. They can be there when you are being interviewed about your complaint and can help you write letters. Or you can ask a friend to help you.

This is a free service. You can talk to an advocate before you make your complaint.

To ask for an advocate call:
Care Connect: 01275 888 801
e-mail: care.connect@n-somerset.gov.uk

Or contact the Complaints Manager on: 01275 882 171
e-mail: complaints.manager@n-somerset.gov.uk

Remember
- we want to know what you think, good or bad
- we will look into complaints quickly and fairly
- we will keep you informed of progress
- we will never cut or take away a service because you have complained.

This leaflet is available in other formats. Help is also available for people who require council information in languages other than English.
Please contact the Complaints Manager 01275 882 171
What is your comment, compliment, or complaint?

Today’s date: 
I wish to make a
[ ] comment [ ] compliment [ ] complaint

My name is: ____________________________________________

My address is: ________________________________________________

Postcode: ________________________

Other means of contacting you if your home address is not available: ____________________________________________________________________________________________

What if I’m still not satisfied?
If you are not happy with the report about your complaint and the response from the department you have the right to ask the Local Government Ombudsman to look at your complaint. This is a free service and the address is at the bottom of the page.

What if the problem is about a service not provided by the Social Services?
If you are not sure who to complain to, send your complaint form to the Complaints Manager who will pass it on to the right organisation.

Complaints Manager
North Somerset Council
Adult Social Services and Housing
Town Hall
Wester-super-Mare BS23 1UJ
Tel: 01275 882 171
This is a 24 hour, seven day a week line.
Voice mail out of office hours will be picked up and responded to on the next working day.

Complaints manager@n-somerset.gov.uk

The Local Government Ombudsman, whose address appears below, will only look at complaints once the council’s own procedures have been exhausted.

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614

What happens if I’m still not satisfied?
If after talking with the Team Manager you are still not satisfied you have 28 days to contact the Complaints Manager to discuss your complaint. Or simply fill in and return the Freepost form on this leaflet.

What happens next?
Once your complaint has been registered it will be thoroughly investigated by the Complaints Manager. You should receive a report within 28 days.

Do you consider yourself to have a disability?
[ ] Yes [ ] No

I would like an advocate
[ ] Yes [ ] No

I would like an interpreter
[ ] Yes [ ] No