

What do you think about Adult Social Services?



An easy-read booklet

Tell us what you think

Want to tell us something about your care or support? Here's what you need to do.



Are you happy?

- | Was a member of staff friendly or helpful?
- | Do you want to say thank you?



Are you sad?

- | Was a member of staff rude or unhelpful?
- | Do you need help or more support?
- | Is there something else you want to tell us?



Do you have a good idea?

- | Let us know if we could do things better.

You can ask someone to help you tell

us:

- | a carer
- | a friend
- | a family member
- | a member of staff
- | someone you trust.

We want to get it right

- | If you complain we **will not** change or stop your service.



Tell us by phone, email or letter

Fill in the form on the next page, or



Telephone us **020 7527 8047**



Email us
people@islington.gov.uk



Write to us
People Directorate
Islington Council
4th Floor
222 Upper Street
London N1 1XR

Tell us by filling in this form



Your Name

Address

Post Code

Telephone Number

Email Address



When you have filled in this form, you can

| Email it to people@islington.gov.uk

| Take it to the nearest council office

| Ask a member of staff for a freepost envelope

What happens next?



We will

- | talk with you and find out what happened
- | write to you about what you've said
- | ask a manager to look into your complaint
- | let you know how long this will take.



The manager will send you their answer

We will

- | always put things right if we can
- | learn from our mistakes
- | make services better if we can.



Are you still unhappy?

Local Government
OMBUDSMAN

If you are not happy with the manager's letter you can complain to the Local Government and Social Care Ombudsman (LGSCO).



Text **'call back'** to
0762 480 3014



Call **0300 061 0614**
free from a mobile phone

Telephone **0845 602 1983**



Visit www.lgo.org.uk/making-a-complaint



Write to
Local Government and Social Care
Ombudsman
PO Box 4771
Coventry
CV4 0EH

About you



To help us make services better we would like to know a few things about you. **This information is private** and we promise not to give it to anyone. If you don't want to tell us, just leave the question blank.

Please tick the box that applies to you:



Are you...

Male Female



Straight Gay Lesbian Bisexual



How old are you?

16-24 25-44 45-64 Over 65

Do you have a Yes No

disability? What





What is your race?

Which country do you come from?

What is your religion or belief?

What language do you speak?

Are you a gypsy?

Are you a traveller?

Is there anything else you want to tell us?

Would you like this booklet in another format?



| audio (tape, CD or mp3)



| large print



| Braille

我說中國

| a different language.



British Sign Language

To see a BSL video about complaints go to

[www.islington.gov.uk/
BSLComplaints](http://www.islington.gov.uk/BSLComplaints)

Get in touch with us for a copy of this booklet in another format.



Telephone **020 7527 2000**



Email contact@islington.gov.uk

Minicom **020 7527 1900**



Visit www.islington.gov.uk

Or visit us personally at



Contact Islington
222 Upper Street,
London
N1 1XR

made with

