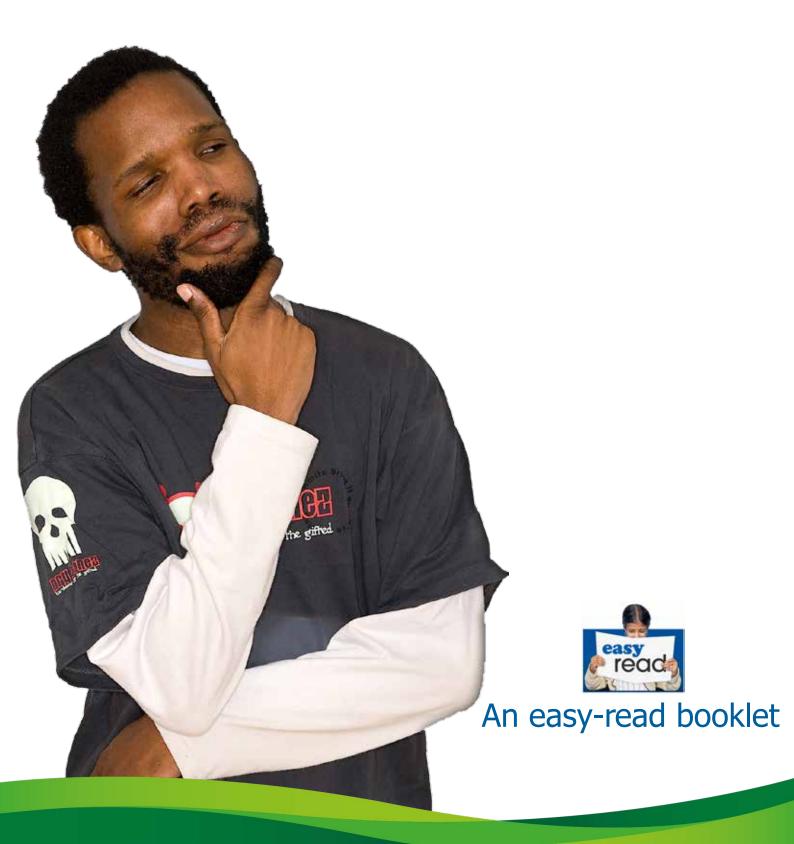


What do you think about Adult Social Services?



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?
- I 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:

- l a carer
- l a friend
- l a family member
- l a member of staff
- I 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

I Email it to people@islington.gov.uk

FREEPOST

- Take it to the nearest council office
- I Ask a member of staff for a freepost envelope







We will

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



The manager will send you their answer



We will

- I always put things right if we can
- learn from our mistakes
- I 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 <u>www.lgo.org.uk/making-a-</u>complaint



Write to

Local Government and Social Care

Ombudsman

PO Box 4771

Coventry

CV4 0EH

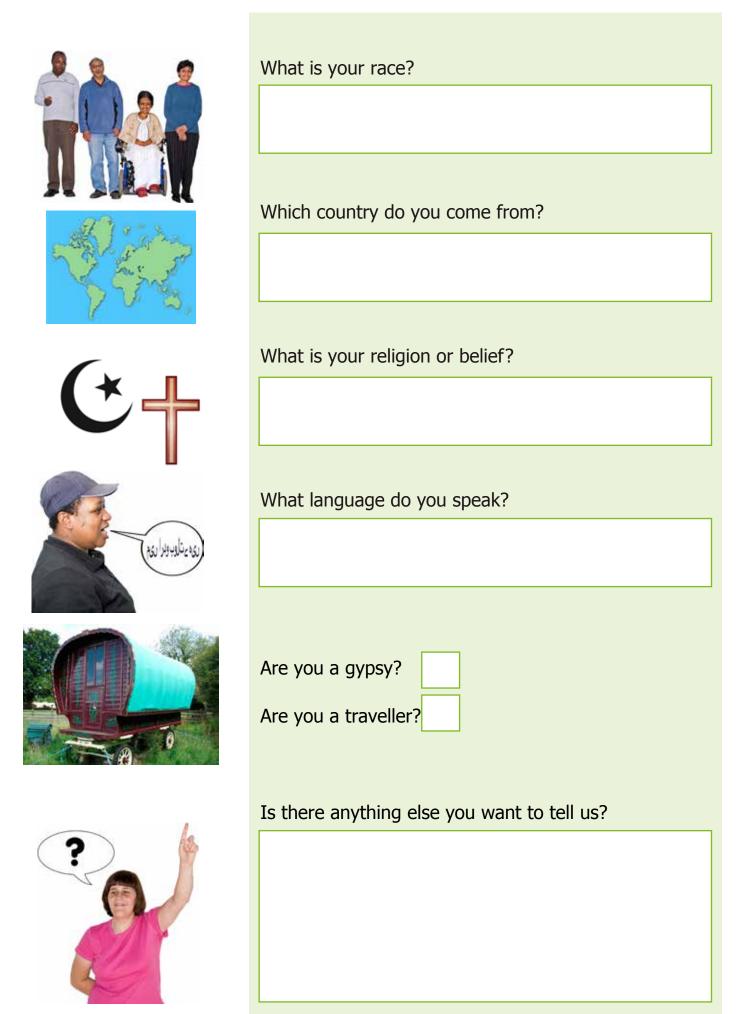
About you



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
5	



Would you like this booklet in another format?



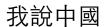
l audio (tape, CD or mp3)



I large print



| Braille



l a different language.



British Sign Language

To see a BSL video about complaints go to www.islington.gov.uk/
BSLComplaints

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



Telephone 020 7527 2000



contact@islington.gov.uk **Email**



020 7527 1900 Minicom



www.islington.gov.uk Visit



Or visit us personally at

Contact Islington 222 Upper Street, London **N1 1XR**

