

## **We need you to tell us how you feel about the service you receive.**

We like to know when we are getting it right - and we can improve things if you tell us when we are getting it wrong.

You can contact us by emailing, ringing or fill in a form on the Council website.

### **Comments and Compliments.**

#### **Let us know when:**

- You are pleased with a service or with a member of staff who has helped you.
- You want to comment about any part of our service or suggest ways we can do better. This information will help us to improve the way we do things.

### **Complaints.**

Sometimes things go wrong. When they do we need to know, so that we can put them right.

#### **You can complain.**

- About any part of the service we offer you which you are not happy with.
- If there is a service or assessment you think you need that we have not offered you.
- If any action, attitude or behaviour of a member of staff has affected you or your family.





## How to complain and share your concerns.

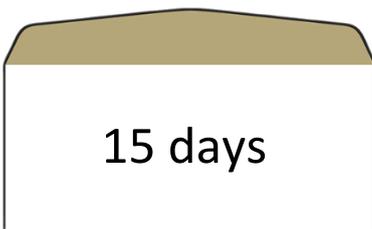
### Early Conversation

If you are not happy or concerned, talk to the Team Manager or Service Manager. They can help fix things early. If you are still not happy after talking, you can make a formal complaint.



### Stage 1.

Talk to the person providing the service, or the manager. They will try and resolve your complaint within 15 working days. Working days are Mondays to Fridays.



If you do not want to speak directly to them, you can contact the Complaints Team direct.



The person will listen to what you have to say and do all they can to help you.

You will get a written response in 15 working days. If the complaint is complicated it may take a bit longer, but we will talk to you about this.

We do not usually investigate complaints that happened more than 12 months ago.



If you are not happy with the response you receive at Stage 1 you can ask to go to Stage 2 of the complaint.



## Stage 2.

Stage 2 happens if you are not happy with the response you receive to your complaint.

You can ask for a stage 2 investigation by



- Phoning.
- Emailing.
- Writing to the Complaints Officer.

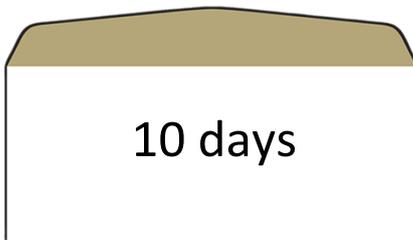
A senior officer (someone who has not been involved in the case) will look at what has happened.

The Complaints Officer will discuss this with you.

A Senior Manager will respond within 10 working days

If we can't reply within that time, then we will tell you why, and let you know when you can expect a reply.

If you are not happy with the response you receive at Stage 2 you can ask to go to Stage 3 of the complaint.





### Stage 3.

Stage 3 happens if you receive your reply to your stage 2 complaint and you are still not happy.

Local Government &  
Social Care  
**OMBUDSMAN**

If after going through stages 1 and 2 and you are still not satisfied with the Council's response, you can take your complaint to the Local Government Ombudsman.



This is an organisation that looks at how Council's work. They can tell the Council to do things differently if they have done something wrong.



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**OMBUDSMAN**



## Contact Us.

You can contact us in the following ways:

### By telephone:

0345 140 0845

### Online:

[Complaint form](#)

### Write to us:

2nd Floor Magdalen House.

Trinity Road.

Bootle.

L20 3NJ.

### If you are still not satisfied you can contact:

The Local Government and Social Care Ombudsman.

PO Box 4771.

Coventry.

CV4 0EH

**Email:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Telephone:** 0300 161 0614.

If you prefer your MP, local councillor or a solicitor may be able to help you.

This publication can be made available in other formats by asking the Complaints Team on 0345 140 0845.

If you need support to understand this information, please contact us.