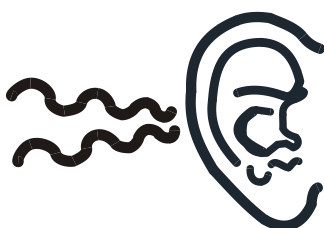




**Easy Read information about;**



**How to tell the council what you think about its services.**



Nottinghamshire County Council wants to hear what you have to say about the services and support we provide.



Your views can be good or bad and we would like to hear them.



What you tell us helps us to improve our services and to plan for the future.



**We would like you to give us your:**



## **Compliments**

If you have had a good service.



## **Comments**

If you want to tell us how services could be better.



## **Concerns**

If you have a problem and we can sort it out straight away



## **Complaints**

If you have told us about a problem and we haven't been able to sort out.



Information you give us might be passed onto to other teams.



Information is passed on so the right people get to hear what you have to say.



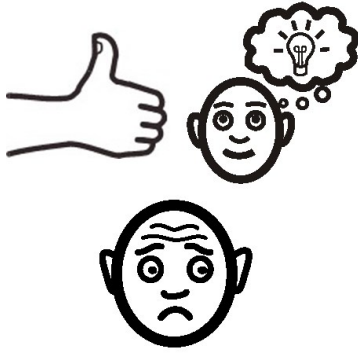
We will not usually share your personal details with anyone unless you agree.



**But** sometimes we **must** share what you have said if you or someone you mention needs protecting and keeping safe.



If we must share your information, we will say what we are doing and why.



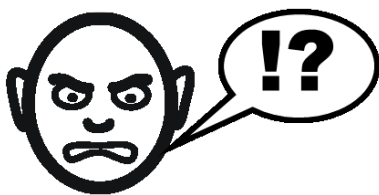
## How to give us your compliments, comments and concerns.

You can speak to a member of staff or the manager of the service.



You can also contact the council directly by phoning Customer Services on:

**0300 500 80 80**



## Making a complaint

If you are not happy with the way the Council is dealing with your problem.

**You can:**



- Speak to a member of staff



- Telephone Customer Services on **0300 500 80 80**



- Answer questions by filling in the online form by clicking here:

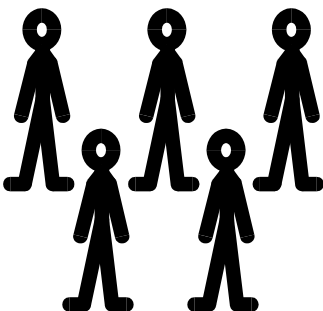
[Contact Us.](#)



## Who can complain?



Anyone who receives services from Nottinghamshire County Council.





## What can I complain about?



Nottinghamshire  
County Council

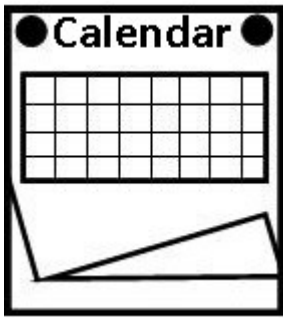
Any service provided or paid for by  
Nottinghamshire County Council



## What happens when I make a complaint?



Someone from our Complaints Team will contact  
you and say how we plan to deal with your  
complaint.



They will tell you how long it will take look at your complaint and contact you to say what has happened.

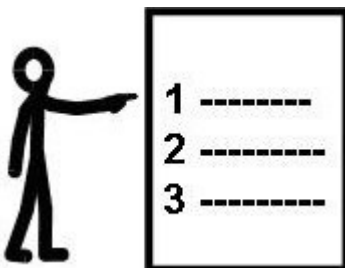


28 Days

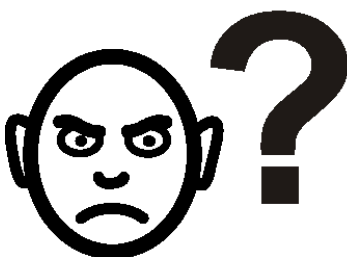
Looking at your complaint and getting back to you shouldn't take longer than 28 days.



A complaints officer may want to talk to you to get a better understanding of your complaint.



When we have finished looking at your complaint, we will contact you to say what we have found and what we have done.



**What if I am still not happy?**

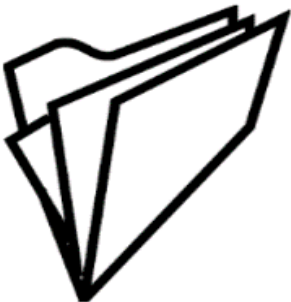


If you are still not happy you can contact your **Local Government Ombudsman**.



The Ombudsman is someone who does not work for Nottinghamshire County Council.

They make sure you have been treated fairly and the complaint has been dealt with properly.



They might ask for lots of information about what has already been done.



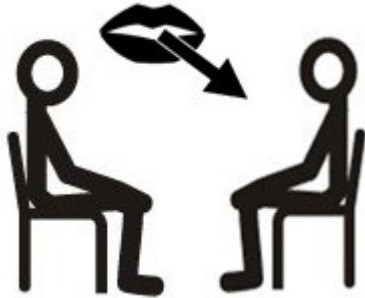
To find out what to do and for more information go to the website at:

<https://www.lgo.org.uk/make-a-complaint>





## Getting support



Talk to someone you trust who can help you or make the complaint for you.

This could be a family member, friend or advocate.



Talk to an advocate, they are people who have nothing to do with the council. They help to make sure you are listened to.



To find an advocate go to our website page at:

<https://www.nottinghamshire.gov.uk/care/adult-social-care/advocacy>



**POhWER** the independent advocacy organisation service we use in Nottinghamshire.

You can go to their website at:

<https://www.pohwer.net/nottinghamshire>

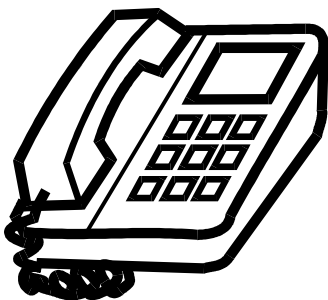
You can phone them on:

0300 456 2370



**Citizens Advice Bureau** can to help you.

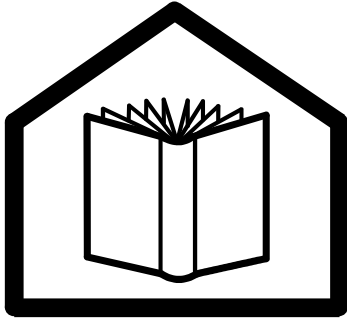
They can offer advice online, by phone and in a local office.



You can find out more by:

Phoning their Adviceline: 03444 111 444

Text relay: 03444 111445



Ask at your local library for more information



**Further help we can offer is;**



A loop hearing system



An interpreter



Facilities for an assistance dog.



## How to contact us



Nottinghamshire  
County Council

## Nottinghamshire County Council



Phone Customer Services on  
**0300 500 80 80**



Go to our website at:

[www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)



**Relay UK**

**18001 01159774050**



English

ਪੰਜਾਬੀ      اُردو

हिन्दी      ગુજરાતી

العربية      jezyk polski

粵語      shqip

**Tell us if you need the information  
in another language or format.**