



Your guide to the

social care complaints process

Children & Families



**Nottingham
City Council**



We want to know of any comments or suggestions you may have about the social care services provided by Children & Families.

If you have concerns about our services then you have a right to complain.

The Department has a comprehensive Complaints Procedure.

stage 1

If you are not satisfied with the service that you have received, then if possible you should talk to the people who provide this service to give them the opportunity to put things right for you.

If you still remain dissatisfied or feel unable to talk to them, then your complaint can proceed to the next stage.

stage 2

You can tell your local office about your complaint or you can go direct to the Complaints Team, contact details overleaf.

The Complaints Manager will contact you and record your complaint in detail. This will then be investigated and you may be invited to a meeting to discuss the investigator's report and what happens next.

If you are still dissatisfied, you can go to the next stage.

→ stage 3

You can ask for your complaint to be heard by an Independent Complaints Review Panel. The Panel will review what has been done to resolve your complaint and make recommendations to the director of the relevant department if anything further needs to be done.

This is the end of the Social Care Complaints Procedure, but if at the end of this stage you still feel dissatisfied you can take your complaint to anyone who you think can help:

- **your local councillor**
- **your member of parliament**
- **the local government ombudsman**
- **your legal advisor.**

You can go straight to them, but they will usually ask you to start at stage 1.

Each stage of the complaints procedure should take between 25 and 65 working days. If it is likely to take longer to resolve your complaint, then you will be contacted and kept informed.



To “**Have Your Say**” about **other** Council services you can either:

- complete the online form at www.nottinghamcity.gov.uk/haveyoursay ;
- phone us direct if you know the number or call us on **0115 915 5555** and we’ll put you through;
- **speak to us in person** at any Council reception point or office;
- use Textphone or minicom by dialling **18001 0115** then the direct telephone number of the service you want to feed back about if you know it, or **915 5555** and ask them to put you through; or
- **write direct** to the service you want to feed back about or, if you don’t know their address, write to: Have Your Say, Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG.

Social Care Complaints

If you require this information in an alternative language, large print, Braille, audio tape or text-only version, please call us on **0115 876 5974** or email **socialcarecomplaints@nottinghamcity.gov.uk**

Urdu

سوشل کیئر کے متعلق شکایات
اگر آپ یہ معلومات کسی اور زبان میں چاہتے ہیں، یا بڑے پرنٹ میں، یا بریل میں، یا آڈیو ٹیپ، یا صرف ٹیکسٹ میں چاہتے ہیں، تو براہ کرم ہمیں فون کریں 0115 876 5974 یا ای میل کریں socialcarecomplaints@nottinghamcity.gov.uk

Punjabi

ਸੋਸਲ ਕੇਅਰ ਬਾਰੇ ਸ਼ਕਾਇਤ
ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅੱਖਰਾਂ, ਟੇਪ ਤੇ ਜਾਂ ਸਿਰਫ ਲਿਖਤੀ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 0115 876 5974 ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਈਮੇਲ ਕਰੋ socialcarecomplaints@nottinghamcity.gov.uk

Polish

Zażalenia dotyczące Opieki Socjalnej
Jeśli potrzebujesz tej informacji w innym języku, dużym formacie, języku Braille, wersji dźwiękowej lub tylko tekstowej, proszę zadzwoń do nas na numer 0115 876 5974 lub napisz email na **socialcarecomplaints@nottinghamcity.gov.uk**

Czech

Stížnosti na Sociální péči
Pokud potřebujete tyto informace v jiném jazyce, velkém formátu, Braillově písmu, jake audio nahrávku nebo pouze textovou verzi, zavolejte nám, prosím, nam 0115 876 5974 nebo pošlete email na **socialcarecomplaints@nottinghamcity.gov.uk**

Arabic

شكاوى الرعاية الاجتماعية
إذا تطلبت هذه المعلومات في لغة بديلة، احرف طباعة كبيرة، طريقة البريل، شريط صوتي أو بإصدار نصي فقط، يرجى الإتصال بنا على 0115 876 5974 أو عبر البريد الإلكتروني: socialcarecomplaints@nottinghamcity.gov.uk

Farsi

شکایات مراقبت اجتماعی
اگر شما نیاز به این اطلاعات در یک زبان دیگری، چاپ بزرگ، خط بریل، نوار صوتی و یا فقط متن نسخه میخواهید، لطفاً با ما از طریق شماره تلفن 0115 876 5974 و یا پست الکترونیک socialcarecomplaints@nottinghamcity.gov.uk تماس بگیرید.

Bengali

সোশ্যাল কেয়ার অভিযোগ
যদি এই তথ্য কোন বিকল্প ভাষায়, বড় অক্ষরে, ব্ৰেইল-এ, অডিও টেইপ-এ অথবা কেবল টেক্সট পদ্ধতিতে আপনার প্রয়োজন হয়, তাহলে দয়া করে আমাদের ফোন করুন: 0115 876 5974 অথবা ইমেইল করুন: socialcarecomplaints@nottinghamcity.gov.uk

Chinese

社会服务投诉:
如果你需要这个信息的其他语言翻译, 大字印刷, 盲文, 录音带, 纯文字版, 请和我们电话联系, 电话号是 0115 876 5974 或发电子邮件给我们, 邮箱地址 socialcarecomplaints@nottinghamcity.gov.uk

Somali

Dacwadaha Xanaaneynta Bulshada
Hadii aad u baahantahay warbixiintan iyadoo luuqadkale ah, iyadoo si waweyn loo soo daabacay, iyada oo taabasho ah hadii aadan arkeynin, iyada oo dhageysi ah ama iyada oo qoraal keliya ah. Fadlan nagala soo xiriir 0115 876 5974 ama email kan socialcarecomplaints@nottinghamcity.gov.uk

French

Plaintes de Soins Sociaux
Si vous exigez cette information dans une autre langue, gros caractères, en Braille, bande sonore ou de version texte seulement, veuillez nous appeler au 0115 876 5974 ou par e-mail socialcarecomplaints@nottinghamcity.gov.uk

Contact us

Social Care Complaints Service, Loxley House, Station Street, Nottingham, NG2 3NG.
Tel: **0115 876 5974** or email **socialcarecomplaints@nottinghamcity.gov.uk**