

# so what do you think?

## complaints, comments and compliments about social care services

**'Social care services' that were previously provided by the Social Services Department are now separated between the Adult Services Department and the Children's Services Department**



**Hampshire**  
County Council

# **This booklet explains how to make a:**

- **complaint**
- **comment**
- **compliment**

**If you want the information in this booklet in another format (for example, in Braille or on audio tape) or in another language, please contact the **Adult Services Communications Team** on **01962 847728**.**

# Tell us what you think

**By telling us what you like and don't like about our services, you can help us continue to improve and provide effective support.**

# Complaints

**Complaining can seem difficult, and some people worry it might make matters worse, but by telling us you can help us to help you.**

**Although it may not always be possible to provide everything you want, by knowing your complaints we can work together to put things right.**

**We will always try to sort out your concerns for you as quickly as possible.**

# Making a complaint

## Step 1

**Explain your problem to a member of staff who knows you and your situation. Most complaints can be sorted out by talking to the person you have already been dealing with or their manager if you prefer.**

## Step 2

**If you still feel there is a problem that has not been resolved, you can contact the Complaints & Customer Care Team.**

# **Making a complaint**

**(continued)**

**You can contact them by:**

- **filling in the form at the back of this booklet and sending it to us. You don't need a stamp.**
- **phoning the team on 01962 847256**
- **writing to Freepost SO2077,  
Complaints & Customer Care Team,  
Winchester,  
SO23 8BR**

- sending an email to [ssd.complaints@hants.gov.uk](mailto:ssd.complaints@hants.gov.uk)
- visiting [www.hants.gov.uk/socservs/complaints.html](http://www.hants.gov.uk/socservs/complaints.html)
- making a DVD, CD, video or audio tape and sending it to us at the address opposite.

**The Complaints & Customer Care Team can work with you to resolve the complaint and can also tell you about other organisations which may be able to help you.**

# **Making a complaint**

## **(continued)**

### **Step 3**

**If, once you have been through these first two steps you are still not satisfied and feel that more could be done to sort out your complaint, we have a formal complaints procedure that includes access to an independent investigation.**

**The Complaints & Customer Care Team will be happy to discuss with you the best way to proceed with your complaint, including looking at ways to support you e.g. advocacy.**

## **Step 4**

**If you are still not satisfied after step 3  
your complaint may be able to be taken  
to an independent review.**

# Comments

**We also really value your suggestions and comments on how you think we could improve and make our services more efficient and effective. You can tell us your ideas and comments in the same way as making a complaint.**

# Compliments

**Although our staff cannot accept gifts, compliments are always welcome. You can let the member of staff know yourself, tell their manager or complete and send off the form in this booklet.**

**Knowing when we get it right for you can help us to get it right for others too!**



**Also available:**



**version for children**



**version for people with learning disabilities**

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Adult Services Communications Team  
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# **CONFIDENTIAL**

## **Your complaint, comme**

**Your name:**

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**Your address:**

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**Daytime phone number:**

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**(This will help us contact you as quickly as possible)**

**Are you completing this form on behalf of someone else?      Yes/No**

**Tear off the form, moisten round the edges and fold. It will then be ready for posting.**

# ent or compliment

If yes, please give;

person's full name:

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their relationship to you:

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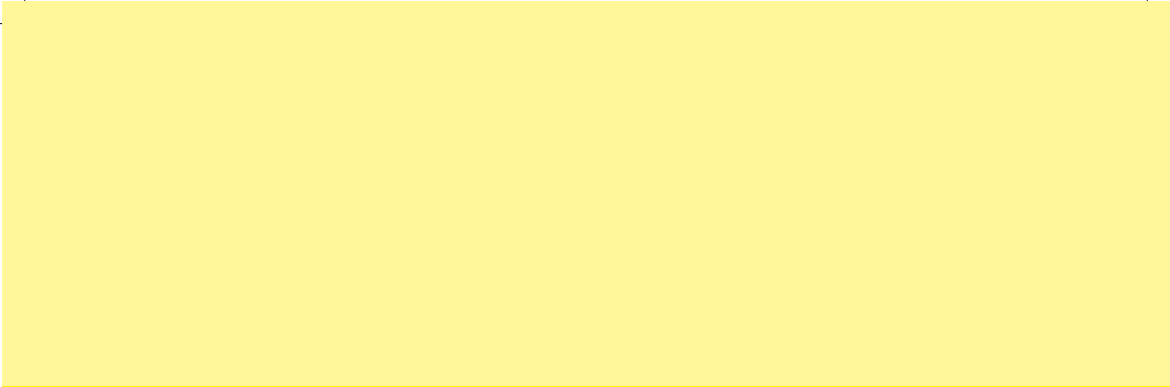
**Which service is your complaint,  
comment or compliment about?**

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**(example: assessment, day care)**



**Address or location of the service:**

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**Details of your complaint, comment or compliment: (more space overleaf)**



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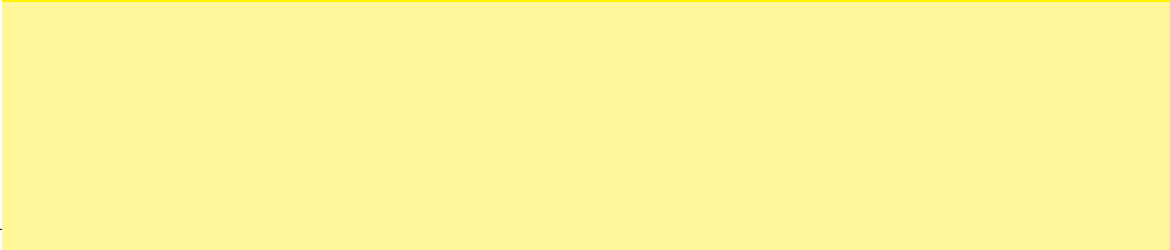
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**Freepost SO2077  
Complaints & Customer  
Care Team  
Winchester  
SO23 8BR**



