

Easier to read version

Tell us what you think

Tell us if you are happy or unhappy with the Adult Services Department in Hampshire

Happy



Unhappy



Angry



Hampshire
County Council



How can we make things better for you?

- Tell us what you think
- Tell us your ideas
- Tell us if you are happy, unhappy or angry



Step 1:

Tell us how you feel

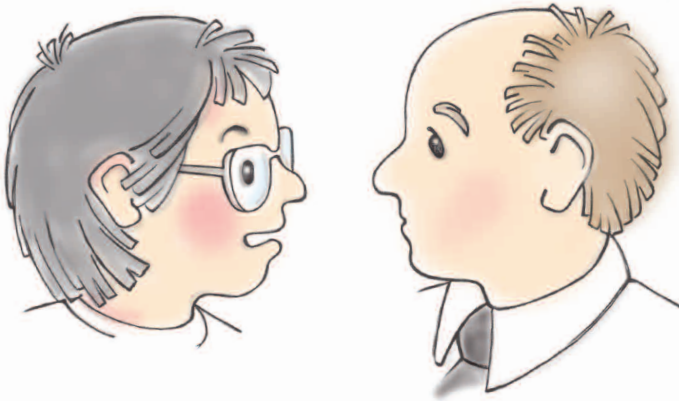
We would like you to tell us how you feel. If you do not want to tell us then you could tell someone you know and they could tell us.

The person you tell could be

- Your social worker
- Your family
- Your friends
- Your advocate



**If you don't have anyone
to talk to, go to Step 2**



Step 2:

If you don't have someone to talk to

You can tell our
Contact Centre Team
how you feel

- Phone them on
0845 603 5630



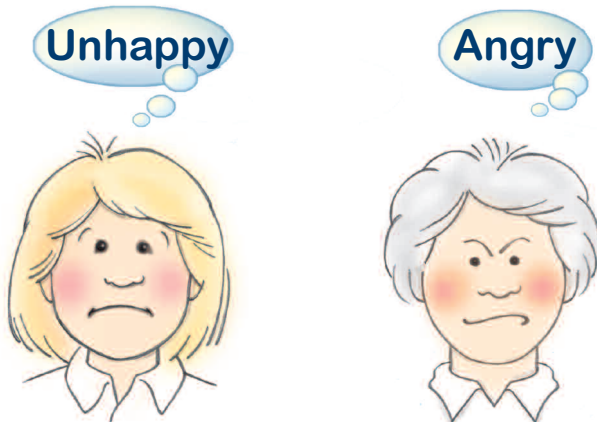
- or fill in the form at the end of this booklet and send it in the post – you don't need a stamp
- or fax the form to the Complaints and Customer Care team on 01962 833003



Step 3:

If things do not get better and you are still unhappy or angry

Then you can make a formal complaint, the Adult Services Department has a formal complaints procedure



The Complaints and Customer Care team will be happy to help and will support you making your complaint



Contact us:

**By writing to us and
send your letter to**

Freepost SO2077

Complaints and Customer Care Team

Adult Services Department

Winchester

SO23 8BR

You don't need a stamp



By making a DVD, CD, video or tape

and post it to our Freepost address

By our website

www.hants.gov.uk/adult-services/adults-contact

By sending an email

adultservices.complaints@hants.gov.uk



Write to us and tell us what you think

Your name:

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Your address:

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Phone number:

Write here:

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We can also make this book on tape or CD,
in Braille, large print or in another language.

Please phone us on 0845 603 5630
or email adult.services.feedback@hants.gov.uk

Designed by: Jo Ellis, 01489 892436

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