

Have your say about Adult Social Care

What has made you happy?

What could we have done better?

What has made you unhappy?





Hello. Adult Social Care wants to hear from you to know:

- If you are happy about the support you get

OR

- If we can do things better

OR

- If you are unhappy about the support you get

This leaflet will explain how you can give us your views which are important to us.

We have tried to make this information easy to understand but you may want someone to help you with it.



Telling us something you are **happy** about is a **compliment**.



Telling us something we could do **better** is a **suggestion**.

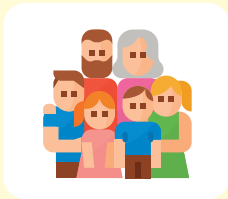


Telling us something you are **unhappy** about is a **complaint**.

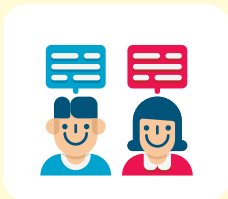
Who can make a compliment, suggestion, or complaint?



You can make a compliment, suggestion, or complaint **yourself**.

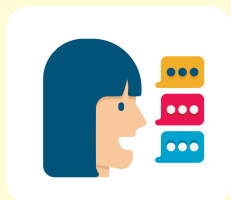


Or you can ask a **friend** or **family** member.



You can have someone who helps you to speak or speaks for you. They are known as an **advocate**. You can find details of them on page 15 this leaflet.

How can you compliment us, make a suggestion, or make a complaint?



Please tell us your views as soon as possible.



The quickest way to tell us about something is by speaking to the team.

You can speak to us on the telephone or arrange a face to face meeting by calling on the number below.

01902 552989



Another way is to complete a form online at: wolverhampton.gov.uk/feedback




Or email us at: adultsocialcarecomplaints@wolverhampton.gov.uk





You could also tell us about something by using the form on the next page of this leaflet.

Feedback form.

Fill this part in if you want to give feedback.

 Are you telling us something you are **happy** about and **complimenting** us?

 Are you telling us to do something **better** and making a **suggestion**?

 Are you telling us something you are **unhappy** about and making a **complaint**?

A complaint can include your views on a conversation or if you think you are not getting the right support.



What is your name?



Add your contact details here.



Add your email address here.




Add your number here.


Are you filling in this form for someone else?

	Yes <input type="checkbox"/>		No <input type="checkbox"/>
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Do you have their permission?

	Yes <input type="checkbox"/>		No <input type="checkbox"/>
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	What is their relationship to you? <input type="text"/>
---	--

	What is your name? <input type="text"/>
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How would you like us to contact you?



Post



Phone



Email



If by phone, what time is best to call you?

Please use the space below to tell us about the compliment, suggestion or complaint.

It would be helpful if you include:

- the names of people involved
- the dates when things happened
- the places the things happened



Signature



When we get your feedback, we will get back to you within 3 working days and respond to it within 10 working days. If we need longer, we will let you know.



We will pass the feedback to the right people to deal with it.



We may need to contact you if we need more details to help deal with the feedback.



This form can be sent back to the following address:

Customer Liason Team
City of Wolverhampton Council
Civic Centre
St Peter's Square
Wolverhampton
WV1 1SH



We hope you feel your view has been listened to, but if you are still unhappy, a person called **'the ombudsman'** can help you.

The ombudsman is not from the Council and their job is to check what the Council have done and put things right if you feel unhappy about the care you have experienced.

Please find their contact details below:

Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

If we cannot respond to your feedback because it is not one of our services you have used, we will give you details or advice about who to speak to.

Helpful contacts you may wish to speak to.

POhWER – If you find it difficult to tell us your views, this advocacy service can be used to support you.

pohwer.net/wolverhampton or through any of the following:

POhWER
PO Box 17943
Birmingham
B9 9PB

Telephone: 0300 456 2370
(charged at your standard network rate)

Email: pohwer@pohwer.net

Minicom: 0300 456 2364

City of Wolverhampton Council Carer Support Team – gives information and advice for people who care for others with an illness or disability.

Telephone: 01902 553409

Healthwatch Wolverhampton – help with complaints about health and social care services.

Healthwatch Wolverhampton
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Telephone: 0800 4701944

Email: info@healthwatchwolverhampton.co.uk

Age UK Wolverhampton – provides support and advice for people over 50 years old

Telephone: 01902 572060

Email: mail@ageukwolves.org.uk

Citizens Advice Bureau – gives free confidential and independent advice on a range of problems

Telephone: 0344 4111 444

Mencap – helps people with learning disabilities

Telephone: 0121 442 2944

Email: info@midlandmencap.org.uk

Rethink – helps people with mental health problems

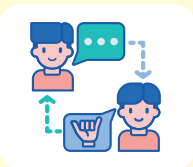
Telephone: 0808 801 0525

Email: info@rethink.org

Patients Advice and Liaison Service (PALS) – helps people with health care matters

PALS Helpline: 01902 695362 / 01902 695368

Email: rwh-tr.pals@nhs.net



We can arrange an interpreter for you if you need someone to translate information.



Notes

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A large, empty rectangular box with a thin black border, intended for taking notes.

This leaflet has been produced after consultation with a range of people with lived experience including people from the **Disability and Age Staff Equality Forum**, those that attend the **Neil Dougherty Centre**, **Action for Independence** and **Young Adults in Transition**.

You can get this information in large print, braille, audio or in another language by calling 01902 551155 or emailing translations@wolverhampton.gov.uk

wolverhampton.gov.uk 01902 551155

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