

Have your say about Adult Social Care

What has made you happy?

What could we have done better?

What has made you unhappy?



Have your say about Adult Social Care



We want to hear from you



What has made you happy?

This is a compliment



Are you telling us about something that we could do better or change?

This is a suggestion



What has made you unhappy?

This is a complaint



We have tried to make this information easy to understand.

You may want someone to help you with the form.



Tell us your views as soon as possible by:

Calling: 01902 552989

and speak to us on the telephone

Or



Call us to arrange a meeting



You can also complete a form online at:

Wolverhampton.gov.uk/feedback

Or email us at:

adultsocialcarecomplaints@wolverhampton.gov.uk



You can use this form to have your say



What is your name?



Where do you live?



What is your telephone number?

Do you want us to contact you by telephone?

Yes

No



What is your email address?

Do you want us to contact you by email?

Yes

No

?

What do you want to tell us?



Have you given consent for someone else to complete this form for you?

Yes

No

If yes – Who are they?

.....

S Your name



Please Sign:

.....



Please send your form to:

Customer Liaison Team
City of Wolverhampton Council
Civic Centre
St Peters Square
Wolverhampton
WV1 1RL



When we have received your form, we may need to contact you to get some more details.



We will respond to what you have told us within **10 working days**.

We will tell you if it is going to take longer.



If you are not happy with our response, then you can speak to a person called 'the Ombudsman'

The ombudsman is not from the Council.

You can contact this person at:

Local Government and Social
Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone: 0300 061 0614

[Email: advice@lgo.org.uk](mailto:advice@lgo.org.uk)



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



We also offer different ways of giving you this information such as:

Large print, Braille, audio or in another language
by calling **01902 551155**