

# Making a compliment, comment or complaint

A guide for people with learning disabilities



# Do you think...



Is it all right to complain? **YES.**  
**WHY?** You have rights.

- We want you to tell us what you think
- We will listen to you
- You can ask someone to help you tell us
- You will not get into trouble for telling us what you think.

This leaflet tells you what to do to make a complaint about Adult Care Services

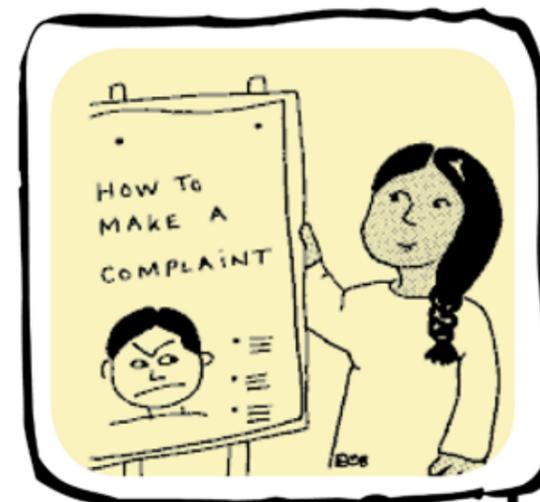
If you tell someone you are not happy and want something changed, this is a **COMPLAINT**

Most complaints can be sorted out quite quickly. The first thing to do is to tell a member of staff or a friend.

If you say how things could improve, this is a **COMMENT**

OR

If you tell someone you are happy and things are good, this is a **COMPLIMENT**

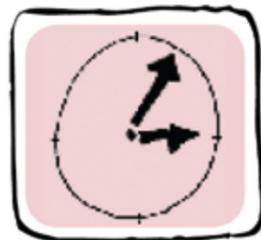


Tear out and use pages 9-10 to make a complaint, comment or compliment

# Sarah's story...



Sarah goes to a day centre every day.  
A minibus takes her. The minibus keeps being late.



Sarah is fed up.  
She wants to complain but  
she is frightened.



Sarah tells her best friend Jill.

Jill says "don't worry it is all alright to complain".

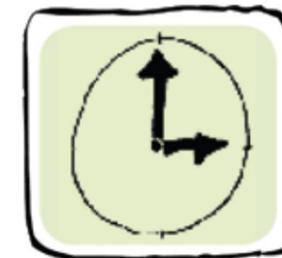
But Sarah is still unsure. She does not know what to do because she cannot read or write.

Jill tells her it is not a problem.

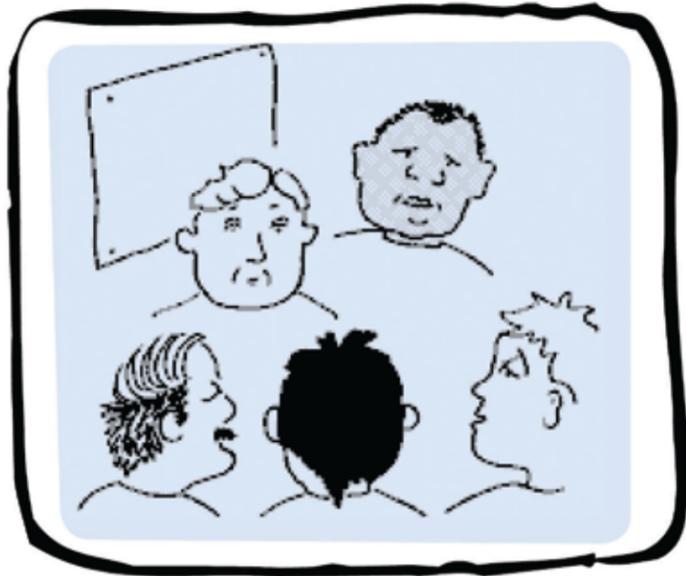


They both go to Sarah's key worker who speaks to the people who organise the minibus..

The minibus now arrives on time.



# Joe has a problem...



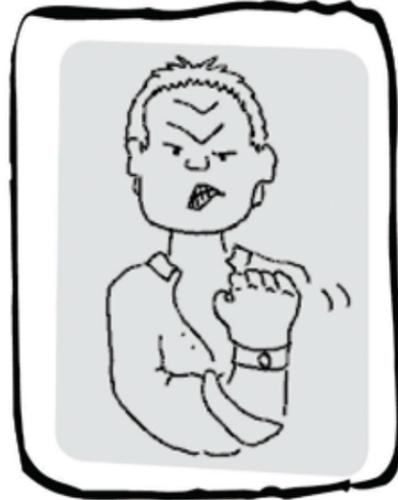
Joe lives with five other people.  
One of them, Pete, is a bully.

This upsets Joe. So Joe spends  
most of his time in his bedroom.



Joe's friend John visits  
and asks why he spends  
all his time in his room.

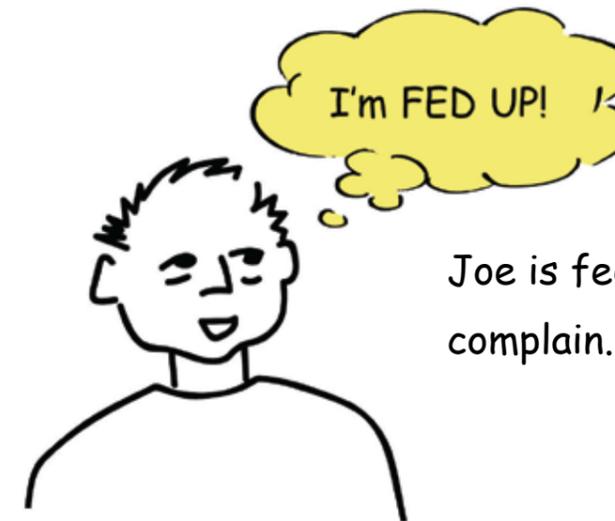
Joe tells him.



Joe wants to be able to sit  
anywhere in the lounge.

But Pete always makes it  
difficult.

He sometimes changes  
channels on the TV to suit  
himself.



Joe is fed up and wants to  
complain.



Joe is glad he told his  
friend John.

John has helped him write a  
complaints card.

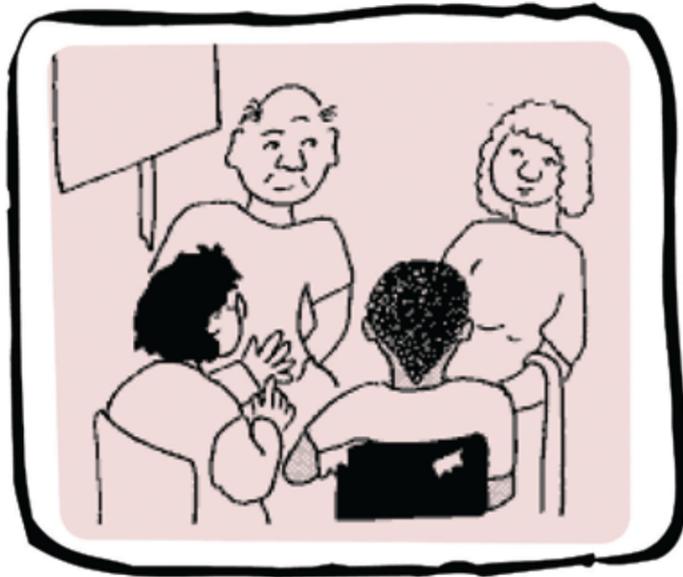
Joe posts the card to the  
complaints manager.



# Joe's problem continued



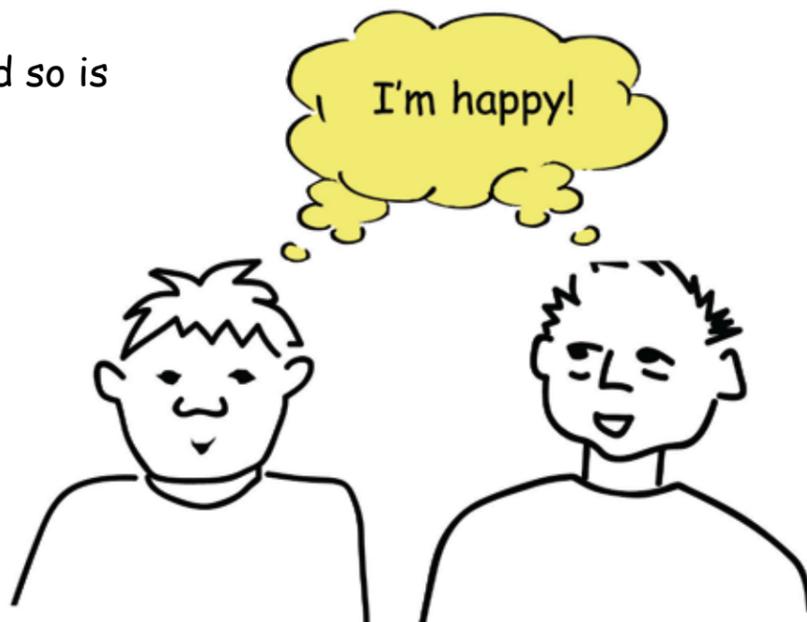
I want to say thank you  
OR I want to make a  
complaint about....



The complaints manager  
visits Joe at home and gets  
everyone together for a  
meeting.

He listens to what everyone says and tries to find a way for  
them to live together happily.

Joe is now happy and so is  
Pete.



Name: .....

Where I live: .....

.....

I want to say...

A large, empty yellow rounded rectangle for writing a response.

I want to say... continued

Please fill the form in and hand it to someone who can help you - like support worker.

- Your card or letter is read by the complaints staff
- Someone will come and talk to you
- You will be told what has happened with 28 days and if possible we will try and do this earlier
- If we find that it is a complaint, a full report will be sent to you within 28 days



If you are pleased - or unhappy - with the way we work with you, you can tell the person in Adult Social Care Services who looks after comments and compliments.

Give your comment or compliment to our complaints manager by telephoning 01582 54 77 00 or write to:

Complaint Manager

Housing and Community Living,

Luton Borough Council, Unity House, Stuart Street, LU1 5NP

If you need someone to speak up for you Advocacy Alliance can help. Telephone them on 01582 42 27 42 or write to:

Advocacy Alliance, Voluntary Action Luton,

15 New Bedford Road, LU1 1SA

What happens if you are not happy with the work of the complaints manager? You have the right to contact:

**The Care Quality Commission - National Correspondence**

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

Or

**The Local Government Ombudsman**

PO Box 4771, Coventry, CU4 0EH

For advice on making a complaint, or to

make a complaint over the telephone,

please call the LGO Advice Team on 0300

061 0614 or 0845 602 1983



**If you need this in large print, on  
tape or in**

**বাংলা গুজরাती ਪੰਜਾਬੀ اُردُو Polski**



**01582 54 72 42**

We hope the way Luton Borough Council's adult social care staff manage complaints will quickly make things better for you.

To find out more please contact your support worker or the Community Learning Disability team on 01582 54 75 23

We would like to thank Hertfordshire County Council's Adult Social Care department for developing this leaflet, which was specially designed for people with learning disabilities.

152Nov2009