Do you think...

- I will get into trouble?
- No one will believe me?
- No one will listen to me?

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.

I'm FED UP!

I'm happy!
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.

I’m FED UP!

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.
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.

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

Name: 

Where I live: 

I want to say...
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
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.