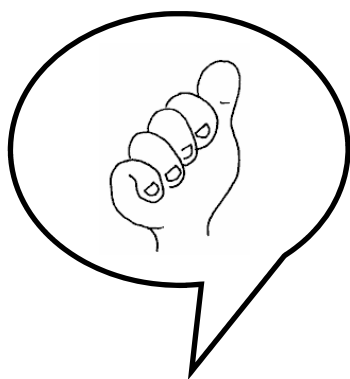


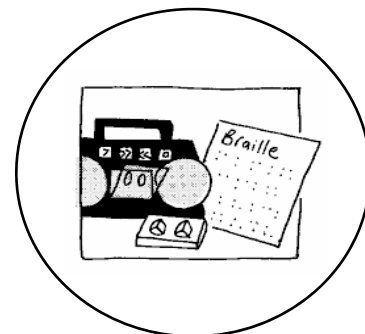
Your Right to be Heard

**Tell us what you think about the help
and support you get.**



Good or bad, we want to know.

You can get this leaflet on audio tape,
in large print, in Braille and in other
languages if you ask us.



Tell us what you think

What you think about the help and support you get is **important to us.**



Please tell us:



What you like



What you do not like



We like to know when we **do things well.**



We also like to know when we are **not doing things well.**



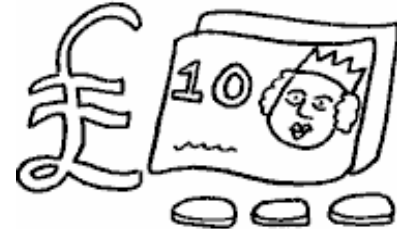
What you tell us helps us to make sure **we get things right.**

What things can I tell you about?

You can tell us about **lots of things**, for example:



The place you live



Money matters



Services you get



People you want to



Unkind people



Things you want to do

Making a complaint

If you are **not happy** about something you can make a complaint.

Making a complaint is:



Telling us what you do not like



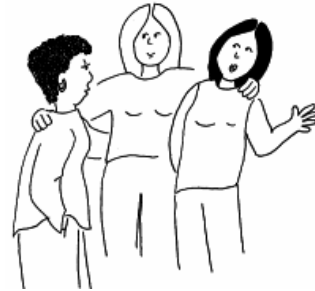
Making a complaint can be a good way of making things **change for the better**.

Who do I tell?

Talk to someone you trust. You could talk to:



a family member



a friend



Customer Services



your advocate



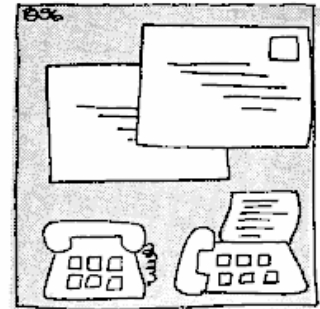
your Social Worker



a Manager

How do I tell them?

You can use **different ways**:



You can talk to them



You can phone



You can write



You can Email

Will people be upset or angry ?

No one will be upset or angry with you.

We will:



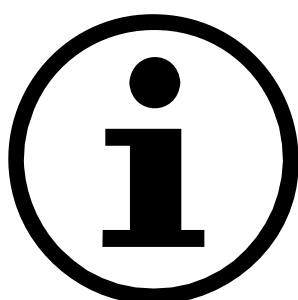
listen to you carefully



try to put things right

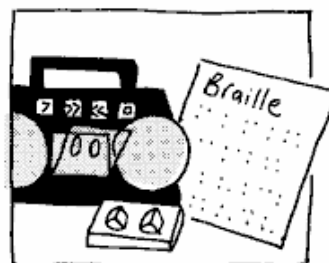
Can I get help to make a complaint?

Some **local organisations** may be able to help you to make a complaint.



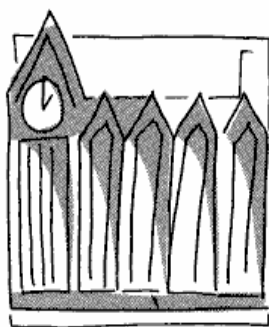
See under '**More Information**' at the **back of this leaflet** for a list of local organisations who may be able to help.

We will also help you if you want us to. For example, we can:



get you a signer or interpreter

or information on tape

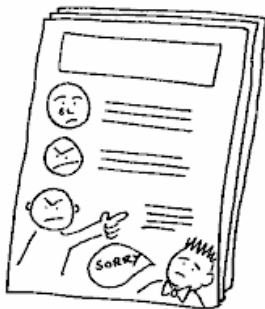
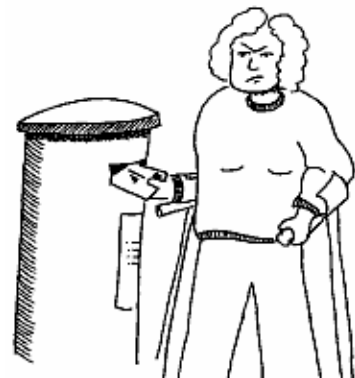


You can also ask your **local councillor** or your **MP** to help you.

You can get their telephone numbers from our information staff at the Guildhall on **8547 5757**

What happens afterwards?

If things **do not get better**, please tell us.



You can use the form in this leaflet.



You can also telephone the **Complaints and Information Access Officer** on **8547 4716**. We will:



look into your complaint



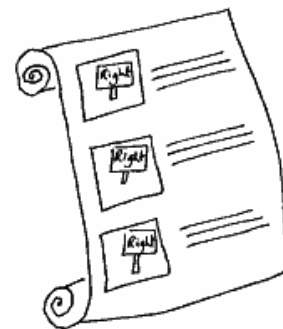
write a report

What if I'm still unhappy ?

If you are still not happy after getting the report, you can ask the **Review Panel** to look at your complaint.



Review Panel

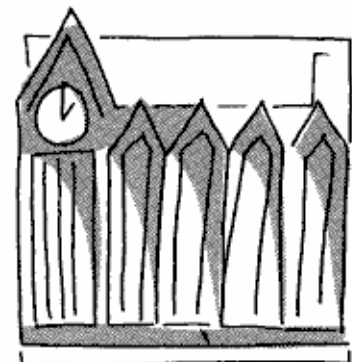


The Panel is independent

If you are not happy with what the Review Panel says you can contact the **Local Government Ombudsmen** and ask them to look at the problem:

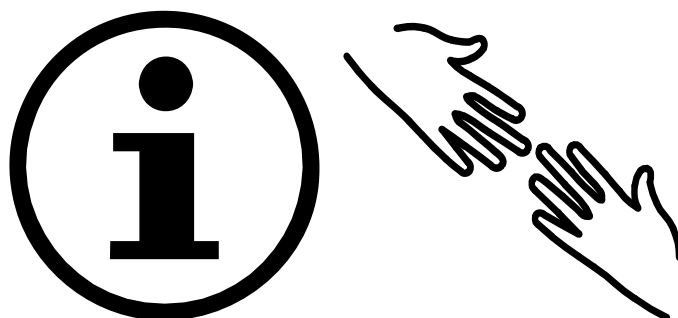
Local Government Ombudsmen
The Oaks
No 2 Westwood Way
Westwood Business Park
Coventry, CV4 8JB

Telephone: 024 7682 0000
Fax: 024 7682 0001
Website: www.lgo.org.uk



For more information or help

If you would like more information or help, please get in touch with us:



Complaints and Information Access Officer

Karen Fenwick

Telephone: 020 8547 4716

Email: karen.fenwick@rbk.kingston.gov.uk

Other organisations who may help are:

Kingston Advocacy Group

Telephone: 020 8549 1028

SHOUT- Self Advocacy Group for People with Learning Disabilities

Telephone: 020 8255 0003

Service user parliament for people with learning disabilities

Telephone: 020 8547 6645

Kingston Centre for Independent Living

Telephone: 020 8546 9603

About Community Care Services

We provide many services for people living in the Royal Borough.

Our services include home care, day care, residential care and nursing home care, Occupational Therapy services, social work and many other services.



For information on all these services,
contact:

Community Learning Disability Team

Crescent Resource Centre, Cocks Crescent,
Blagdon Road, New Malden KT3 4TA.

Telephone: 020 8547 6558

Email: learning.disability@rbk.kingston.gov.uk

Website:

www.kingston.gov.uk/communitycareservices

**Produced by Community Care Services
May 2007**

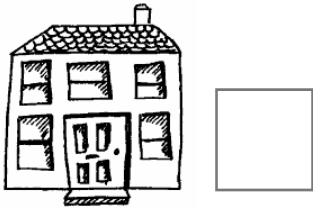
Complaints form



I am unhappy with



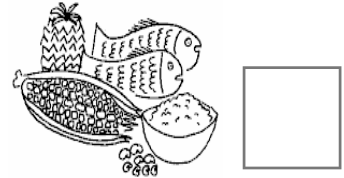
Please tick the boxes



My home



Money



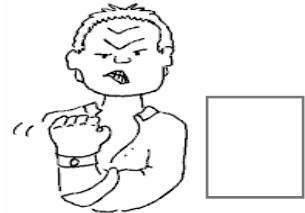
Food



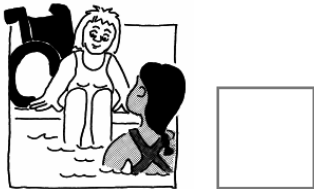
People



Services



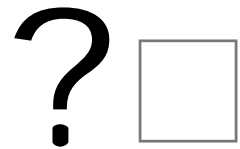
Unkind people



Things I want



People I want



Something else

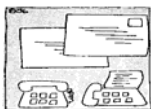
Please tell us more about your complaint:



Your name:

Your address:

.....



Your telephone number:

Fold here

BUSINESS REPLY SERVICE
Licence No. KT 644



The Director of Community Services
Royal Borough of Kingston Upon
Thames
Guildhall
Kingston Upon Thames
Surrey
KT1 1EU