

# How to make a complaint about your Support Service

Are you feeling?



Upset?



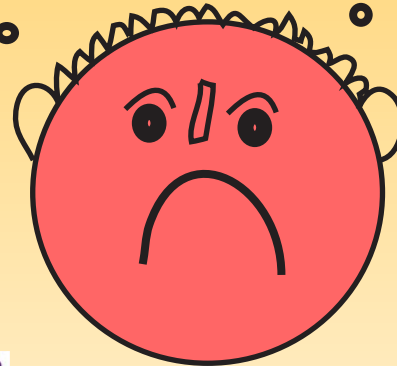
Angry?



Sad?



Being hurt?



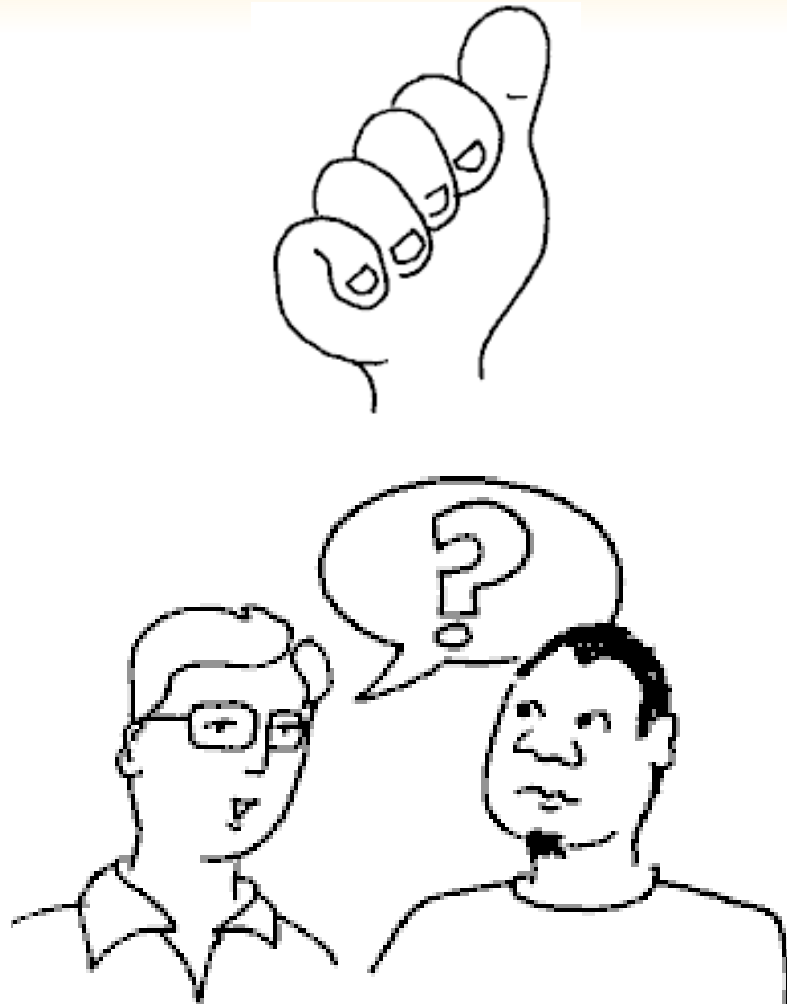
Then we can help!!



Putting residents first

**THURROCK**  **COUNCIL**  
[www.thurrock.gov.uk](http://www.thurrock.gov.uk)

Making a complaint means speaking up about something you do not like or something you are not happy with.



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

It is OK to complain. We need to know what is wrong with your service so we can try to make the service better.

# What can I complain about?

You can complain about anything to do with your support service. By support, we mean that you might have a key/support worker who helps you with things like:



- **Filling in forms**



- **Show you how to prepare food**



- **Help you to pay your bills**



- **Helping you to get other services you need**

Your key/support worker might work on site where you live or may visit you in your home.

## Who should I complain too?

You can complain to the person or the organisation that provides you with support. They will have their own complaints policy and can help you make a complaint if you ask them.



If you don't want to make a complaint to them, you can make your complaint to us, the Supporting People team.

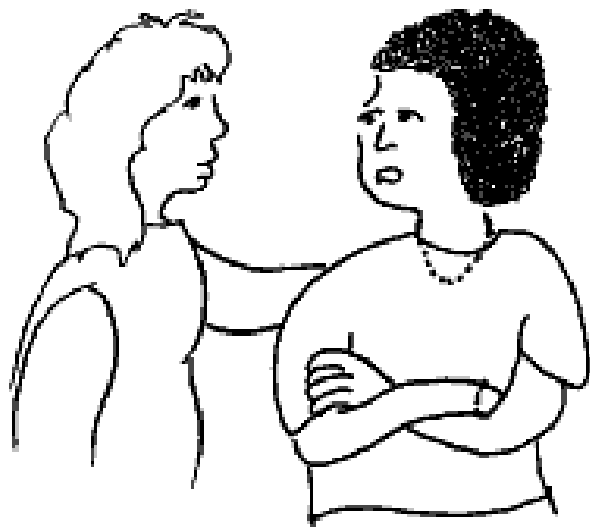
If you make a complaint to us:



- We will take the complaint very seriously
- We will make sure we understand the problem is

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- We will try to sort out the problem within 2 weeks



- We will help you get support to make your complaint if you want us to

## Dealing with a complaint

When we deal with your complaint, we will always make sure that:



- We deal with you equally and fairly - (not treating people badly because of something that is different about them)
- We treat your complaint as confidential (keeping what you tell us private)

The only time we would need to share this information with someone else is if someone could be hurt if we didn't do this. We would talk to you if we needed to do this.

## How do I make a complaint?



We can come and visit you in your own home or in another place where you feel happy to talk to us.



You can have someone with you, such as a friend or relative if you want to. If you need an advocate, (someone independent who will tell us about your complaint) we can help you sort this out.

You can also phone us, write to us or e-mail us at:



**Supporting People Team  
The Bungalow  
R/O Grays Hall  
Orsett Road  
Grays  
Essex RM17 5TT**



**Tel: (01375) 385266**



**E-mail: [Supporting.people@thurrock.gov.uk](mailto:Supporting.people@thurrock.gov.uk)**

# What happens then?

## You can complain to Supporting People:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- We will write to you to say we got your complaint within 1 week



- We will write to tell you what will be done about your complaint within 2 weeks



- We will look into the complaint



- If you are still not happy, then you should contact us again and we will let you know what can be done

If you would like a translation of this leaflet, please call the number below.

Monday - Friday  
9.00am - 5.00pm



TCCS/06/59

**For free translation phone**  
للترجمة المجانية الرجاء الاتصال هاتفياً.  
欲索取免費譯本，請致電。

**Pour une traduction gratuite, téléphonez**  
मुफ्त अनुवाद के लिए फोन कीजिए  
സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക  
Turjubaan lacag la'aan ah ka soo wac telefoonka.

**Para uma tradução grátis, telefone.**  
বিনামূলিতে অনুবাদের জন্য টেলিফোন করুন  
મફત ભાષાંતર માટે ફોન કરો.  
ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ  
مفت ترجمے کے لئے ٹیلیفون کیجیے۔

**Za besplatne prevode pozovite**  
Para obtener una traducción telefónica gratuita llame al:  
Перевод – бесплатно. Звоните.

**Për një përkthim falas telefononi.**  
இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்.  
Για δωρεάν μετάφραση, τηλεφωνήστε.  
Ücretsiz çeviri için telefon edin.  
Điện thoại để được thông dịch miễn phí.  
بۆ وەرگیران (تەرجومە کردن) بە خۆرای، تەلەفۆن بکە.

**Del nemokamo vertimo skambinkinte**

**For large print or braille phone**  
**020 8430 6291**

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This leaflet was designed by Kerry, Susan, James, George, Lucy, Mark, Paul, Daniel and Steven from Family Mosaic

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