



Help us to get it right

Tell us about your social care services

Why we want to hear from you

We need you to tell us how you feel about our social care services. We like to know when we are getting things right, and we also need to know when there are problems. If we have made mistakes or could have done something better, tell us!

You may have comments, suggestions, compliments or complaints about:

- the kind of services we offer
- the way you get help and services
- how helpful our services are
- services you haven't been given.

We will:

- listen to what you have to say
- take action where we can
- act as a signpost to others who can help, if we can't
- respond to you promptly.

What you can do

Talk to the member of staff you normally have contact with about how you feel, especially if you are concerned or think there is a problem. We want to sort things out straight away whenever we can – don't let things fester.

Sometimes you might want to talk to a more senior person – don't be afraid to ask to do this. Do not worry that you are 'making a fuss'. If something is upsetting you we want to try to sort it out.

You might find it difficult to approach staff directly, or want to talk to someone else. If so, please get in touch with:

The Customer Relations Team
PO Box 9
Shire Hall
Warwick
CV34 4RD
Phone: 01926 414102
Email: customerrelations@warwickshire.gov.uk

The Customer Relations Team can help you to put your concerns forwards, and can talk to you about how to use our complaints and representations procedure if you don't feel that your concerns have been sorted out properly.

Help expressing your views

All our staff would be happy to help you express your point of view, or arrange for someone else to talk to us on your behalf. Or you might want a friend or relative to talk to us for you.

You might want to get independent advice and support from somewhere like your local Citizen's Advice Bureaux, Age UK, or somewhere similar. There are also some local voluntary groups who would be pleased to help, such as Independent Advocacy and the Children's Rights Project.

If you need some help communicating with us because English is not your first language, we can arrange help with translation and interpreting.

We can also help with things like interpreting into British Sign Language, and using alternative formats such as Braille and audio tape.

For further information

If you require further information about our services please contact Warwickshire County Council on 01926 410410 in the first instance.

Information in other formats

If this information is difficult to understand, we can provide it in another format, for example, in large print, on audio tape, or in another language. Please contact the Interpreting and Translation Unit on 01926 410410.

Customers can also contact the Coventry and Warwickshire Sign language Interpreting service for the information to be translated into Sign language:

Text: 024 76229667 Voice: 024 76520378

Fax: 024 7622 6326 Email: office@cwslls.co.uk

Are we getting it right?

We are interested to know what you think of our leaflets. For any feedback you may have in relation to the content, design or readability, please contact:

Email: peoplegroupcommunications@warwickshire.gov.uk

Tel: 01926 410410

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Corporate member of
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