

Making a complaint about Adult Social Care services

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Do you want to make a complaint?



If you are unhappy let us know.



Tell us which service you want to complain about. You may want help from family, friends or your support worker to do this.



You can report abuse on our website at www.bristol.gov.uk/reportadultabuse. Or phone 0117 92 22700.



You can also ask for a social care service on our website.



If you still want to complain, use our online form. www.bristol.gov.uk/complaints



Please answer all the questions.



Tell us as much information as possible. This should include the following four things:



1. Dates, times and places.



2. Names of people and organisations.



3. Any other documents you think may help.



4. How would you like your complaint to be sorted out?



We will investigate your complaint and then reply.



Complaints are confidential.



Please give your name. If you don't give us your name we cannot reply to your complaint.



You can ask for an independent advocate to help and make the complaint for you.



Please tell us if someone else is making the complaint for you, and how to contact them.



If you don't want to complain, you can just send us feedback.



We will read your feedback and send it to Quality Assurance. They will check the quality of services but may not reply to you.

Ways to complain:



Use our online form:

www.bristol.gov.uk/complaints



By email: complaints.feedback@bristol.gov.uk



By phone: 0117 922 2723



In person at any Citizen Service Point



In writing: Freepost RTKJ-SGBZ-ULSH
Customer Relations (100 TS)
PO Box 3176
Bristol
BS3 9FS