

Easy read leaflet



How to tell us about something you are not happy about.

Making a complaint is when you tell us about something you are not happy about.



We will try to help make things better if we can.

What happens when I complain?



- We will listen and write things down that we need to know.



- We will investigate what went wrong.



- We will give you information about how we are going to help you.



- We will think together about the best way to make things better



- We will contact the right person who will be answering you.



- We will let you know when you will get an answer.

What do I do if I am not happy with the answer?



You can Contact the **Local Government Ombudsman**.

The **Local Government Ombudsman** are people who make sure that we have looked into your complaint in the right way.

Local Government Ombudsman

Text 07775 765 489



Telephone 0151 907 8306



Website www.halton.gov.uk



**Post The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH**



Words List

Here are some of the words we use in this book.

Making a complaint is when you tell us about something you are not happy about.

The **Local Government Ombudsman** are people who make sure that we have looked into your complaint in the right way.

Adult Social Care

Telephone **0303 333 4300**



Text **07775 765 489**



Website www.halton.gov.uk



Post Adult Social Care
Adults & Community
Ground Floor,
Runcorn Town Hall
Heath Road, Runcorn
WA7 5TD

