

# Having your say about Sefton Social Care



Do you have a compliment or complaint about our services or staff?

Do you have ideas how we could do things better?





If you are happy with the services you get or a member of Social Care staff - we would like to know.

This is called a **compliment**.



We would like to hear everyone's compliments so we can tell our staff or services when they are doing something well.



We may share the compliment with other people to tell them about the good things we are doing.



If you are unhappy with the staff or service you get from Social Care you can tell someone.

This is called making a **complaint**.

We would like to hear everyone's complaints so we can keep making our services better.



If you complain it will not affect the service or support you receive.

# Telling us what you think



You can give us a compliment or tell us about your experiences of Social Care or services in these ways:



Visiting the Sefton Council website 'I Want To' section and fill in the form



For **Children Social Care** complaints  
Call us on 0151 934 3953



Email -  
[childrenscomplaints@sefton.gov.uk](mailto:childrenscomplaints@sefton.gov.uk)



Children's Complaints Officer  
FREEPOST LV7340  
L20 1YX



For **Adults Social Care** complaints  
Call us on 0151 934 3166



Email -  
[adult.adultscomplaints@sefton.gov.uk](mailto:adult.adultscomplaints@sefton.gov.uk)



Health & Social Care Complaints Officer  
FREEPOST LV7340  
L20 1YX

# What happens after you make a complaint ?



If you have a preferred way of communicating with us, please tell us. We will make sure we use it to contact you.

Once your complaint is with us we will let you know we have it, this will be in 3 working days. Working days mean Monday to Friday, not including weekends.



Your complaint will be investigated and a decision will be made by Senior Managers.



You will get a letter telling you about the decision that has been made.

If you are not happy with this decision or the way it has been investigated you can talk to us about it.



If you are still not happy with any decision made, you could then ask for the Ombudsman to look into your complaint.

# Tell us about a compliment or complaint:

If you need help a family member or carer can write this for you.  
If you need any advice or help from Social Care then please contact us.



My Name:

.....



My Address:

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My Telephone Number.....

My email .....

Can you tell us about your complaint or compliment:

More space on back page

Can you tell us about your complaint or compliment: