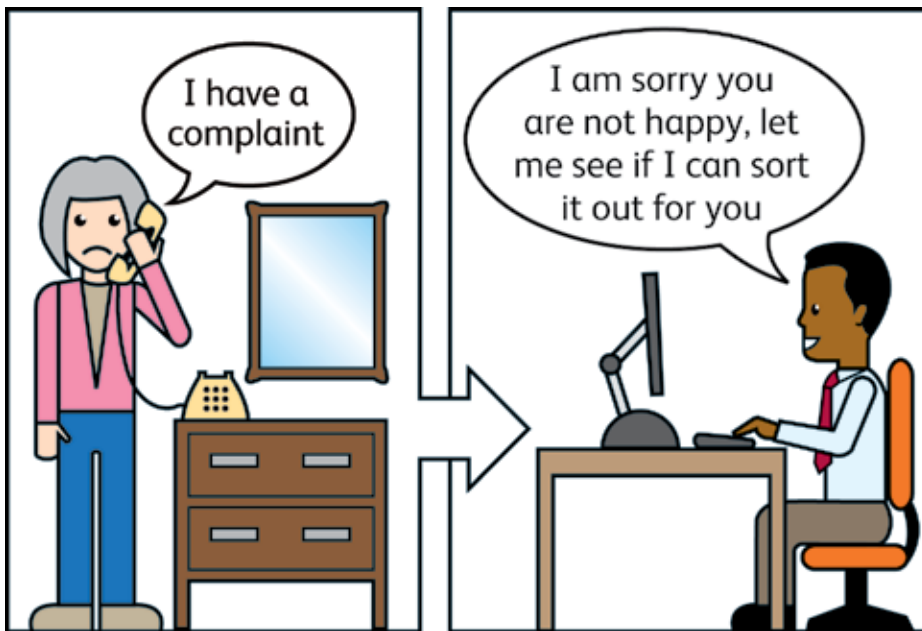




monmouthshire
sir fynwy



How to make a complaint to Monmouthshire County Council



Easy Read

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How to make a complaint

A complaint is when you tell someone you are not happy and you want something to change.

You have the right to make a complaint.

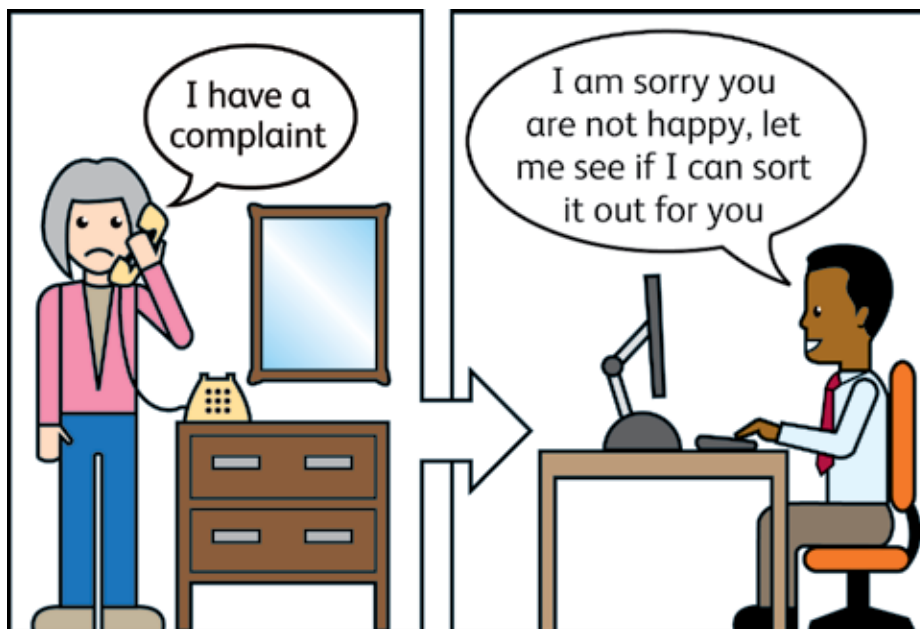
If you have a learning disability and you use our services we want you to tell us what you think.

You will not get into trouble for telling us what you think.

We will listen to what you tell us.

You can ask someone to help you complain to us at the council.

If you tell us how things could get better, this is called a comment.



What you should do if you are not happy about something

If you are not happy about something, talk to someone like Sarah did.

Sarah goes to a Day Centre during the week. She uses a minibus to take her to the Day Centre.

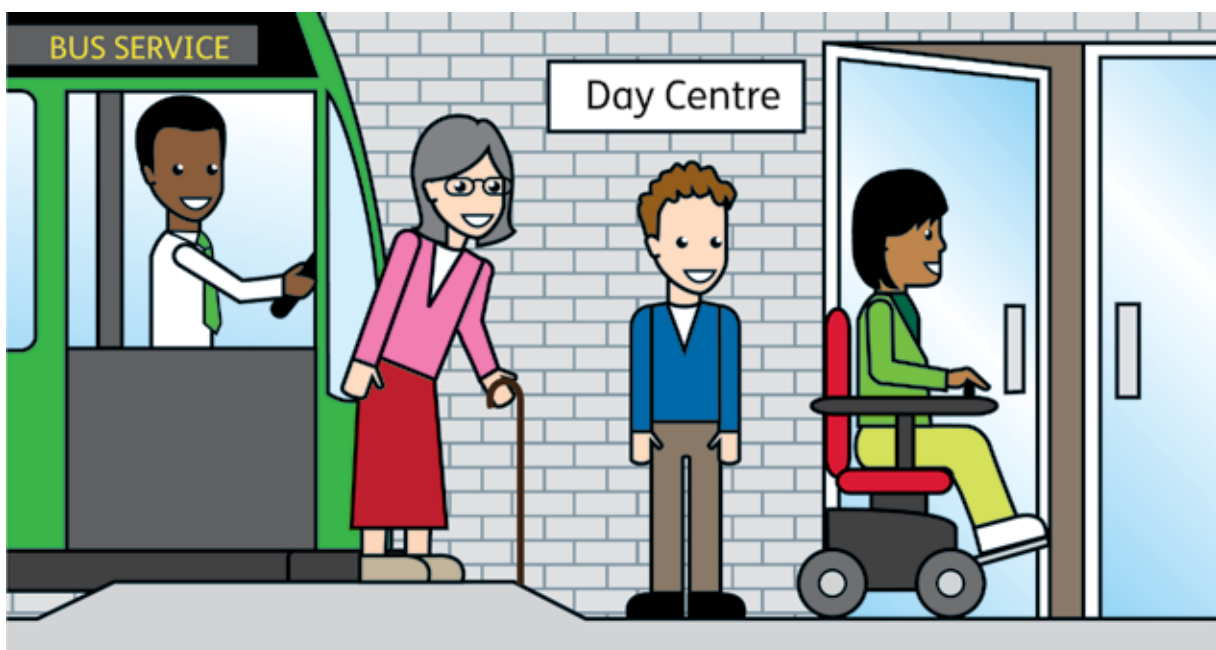
For the past two months the minibus has been late most days. Sarah is fed up. She wants to complain but she is frightened.

Sarah tells her best friend Jill. Jill tells Sarah not to worry, it is all right to complain. But Sarah is still not sure because she cannot read or write.

Sarah and Jill go to see Sarah's support worker.

The support worker speaks to the people who sort out the transport.

The minibus now turns up on time.



You have talked to someone but you are still not happy

Sometimes things are not sorted out when you talk to someone.

If you are still not happy, you can write to us or telephone us. We are called the Customer Relations team.

First of all we will try to sort out your complaint straight away by talking to the people you are not happy with.

We may also come and visit you. We will talk about why you are not happy and how we can make things better.



We will tell you what we have done to sort out your complaint.

You can talk to Annette or Jess in the Customer Relations team. The telephone number is 0800 652 4121.

Who else can help you with your complaint?

These people can help you with your complaint.

Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Butetown
Cardiff
CF10 5FL

Telephone 08442 640670

Email ask@olderpeoplewales.com

Website www.olderpeoplewales.com

Children's Commissioner for Wales
Oystermouth House
Phoenix Way
Llansamlet
Swansea
SA7 9FS

Telephone 01792 765600

Fax 01792 765601

Email post@childcomwales.org.uk

Website www.childcomwales.org.uk

How to get in touch with us

You can get in touch with us yourself or you can ask someone else to do it for you. This could be a friend, relative, someone from the council or someone else who will speak for you.

You can write to us using the form on this leaflet. It does not need a stamp.

When you have filled in the form, write our freepost address on an envelope and post it to us. Our address is shown at the end of this leaflet.

You can also phone us for free.

Our telephone number is 0800 652 4121.

Or you can email us at talk2us@monmouthshire.gov.uk



Some of the things you may want to talk to us about

You may want to make a complaint about these things.

- Where you live.
- Transport. This is things like cars, buses, taxis and trains.
- The Day Centre you go to.
- Food.
- Going out.
- The people who work at the council. These people are called council staff.
- Something else.

I want to make a complaint about

Where I live

Transport

Day Centre

Food

Going out

Council staff

Something else

My name is

I live at

My telephone number is



How to get in touch with us

Letters Customer Relations Team
Freepost RSXH-LXKH-EJAK
Monmouthshire County Council
Innovation House, Wales 1 Business Park
Newport Road, Magor
Caldicot
NP26 3DG



Telephone 0800 652 4121



Email talk2us@monmouthshire.gov.uk



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