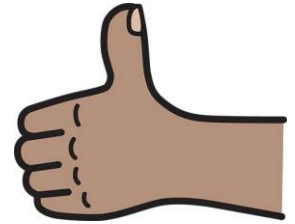


Compliments



Comments



Complaints



about adult social care

We want to know what you think about the services we provide.

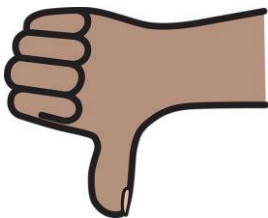
We want to know about:



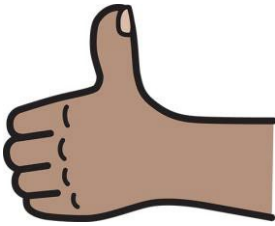
What's good about the service.
This is a **compliment**.



If you have an idea or suggestion
about the services you receive.
This is called a **comment**.



What's bad about the service.
This is a **complaint**.



You might like to tell us about something we did well.

This is called a **compliment**.

This could be about a member of staff:

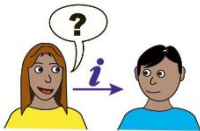
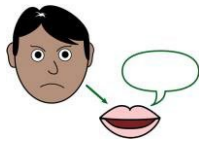
- Who was very helpful
- Who listened carefully
- Who made you feel important



You can tell us how we can do things better.

This is called a **comment**.

Complaints



It's ok to complain.

You have the right to make a complaint.

Tell us what is wrong and we will try and put it right.

We all learn from complaints and you can help by telling us how we can make things better.

If you complain, you will be helped and supported, and will be treated fairly.

If you make a complaint it will be kept private.



Your complaint may be about:

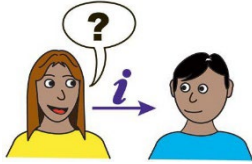
- Anything
- Where you live
- The staff who help you
- Where you work
- Your carers or someone you live with



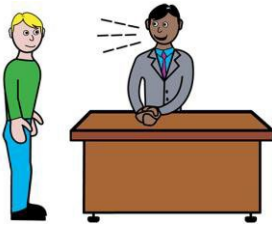
You might want to complain if:

- You are not happy with how things are done
- Someone has upset you, called you names or insulted you
- Someone lets you down
- Someone offends you or is rude to you
- Someone shouts and swears
- Someone tells your private information to other people
- Someone hits you
- Someone steals something from you

What happens when you make a complaint?

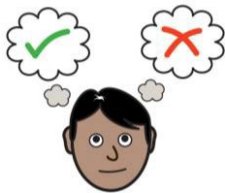


If we can sort out your complaint we will talk to the people involved and sort out the problem. We will talk to you about your complaint.



If your complaint is more difficult to sort out, we will look at your complaint more closely to try to solve the problem. Someone who does not take sides will help. They will talk to you in person about your complaint.

What happens if you are not happy with the council's final decision?



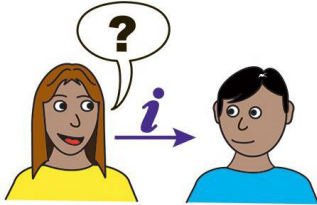
If you are still not happy a person called 'the Ombudsman' can help you.



The Ombudsman is not from the council. They will check what the council have done.

They will check what the council has done to try to put things right.

How do I make a compliment, comment or complaint about council services?



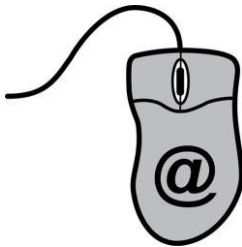
You can talk to:

- Your Friends
- Your Family
- The Manager
- Your Advocate
- Your Social Worker



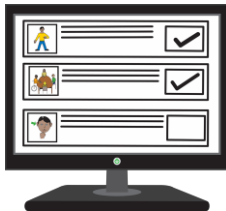
You can send us a letter to:

FREEPOST RTGE-TBEC-BYAY, Adult Social Care Compliments and Complaints, Isle of Wight Council, County Hall, High Street, Newport, Isle of Wight, PO30 1UD



You can email us:

ascfeedback@iow.gov.uk



You can do it online at:

<https://beta.iow.gov.uk/adult-social-care/feedback/>



You can book a meeting with us by calling the Complaints Team on 01983 823340.