

Making a COMPLAINT

Are you feeling unhappy
about a service that you are
receiving and talking about
it has not helped?



You can make a complaint

Contact VoiceAbility
on **0300 303 1660**
or scan this QR code.

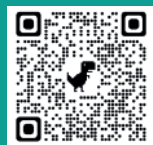


Send your complaint to
socialcarecomplaints
@wakefield.gov.uk

You can find out more detailed
information about the complaints
process here:



You can also download the
Mind of My Own App One app
(mindofmyown.org.uk) and send a
statement to the Complaints Officer.
Find out more about Mind of My
Own here
<https://vimeo.com/368471176>



**The Complaints Team will take
steps to make sure that your
complaint is taken seriously,
and you feel listened to.**

Will I be listened to?

Yes. No one wants you to feel
unhappy. When things go wrong
it's important that everyone learns.

Will I find out what has been said and done?

Yes, at each step of the way you
will be told what has been done to
try to make the problem better.

Will things change?

If at any stage of a complaint
investigation, the actions of the
Council have been unfair to you,
you will be given an apology and
offered further support.



VoiceAbility