

HAVE YOUR SAY

AGED
OVER
11
YEARS

COMMENTS, COMPLAINTS
OR COMPLIMENTS



things you want to say...

What you might want to talk about

If you are happy or unhappy with any service you receive from us you can let us know.

For example:

- ▶ if you are living with foster carers or in residential care
- ▶ If you are receiving day services or 16+ services
- ▶ If you have been told you can't have a service that you think you should receive

If you have a suggestion on how we can do better, we would like to know about that too!

whatever you say...

We will listen and we will help

- ▶ We'll take what you say seriously
- ▶ We'll try to put things right quickly
- ▶ We can get someone independent to help you to complain if that is what you want
- ▶ We'll make sure you have a say
- ▶ We'll keep you up to date with what we are doing
- ▶ We'll always explain our decisions

how to get in touch...

Contact Details

Complaints Manager

Phone: **01902 553215**

Email: **haveyoursay@wolverhampton.gov.uk**

Web: **www.wolverhampton.gov.uk/haveyoursay**

who else can help...

Other people who can help you

The Children's Society Black Country Advocacy Service,

The Workspace, All Saints Road, Wolverhampton WV2 1EL

Freephone: **0800 652 3839** or Telephone: **01902 877563**

Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

Email **advice@lgo.org.uk**

after you post it...

What happens next?

The Complaints Manager will get in touch with you to talk about what you have told us and let you know what we will do.

We will keep the details of your comments confidential and only tell people who need to know to help you.

If you need help in explaining your feelings we will arrange for a person called an advocate to help you.

always remember...

Have your say another way

Have Your Say by phone: **01902 553215**

Have Your Say by email: **haveyoursay@wolverhampton.gov.uk**

Have Your Say on the web: **www.wolverhampton.gov.uk/haveyoursay**



Business Reply
Licence Number
RTSK-XSLZ-CSYB



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CONFIDENTIAL

Complaints Manager
City of Wolverhampton Council
Civic Centre
St. Peters Square
WOLVERHAMPTON
WV1 1RT