

Factsheet

Have your say Compliments and comments

Please tell us how you feel



If you are happy, tell your care worker or social worker. You can tell their manager too. This is called making a **compliment**.



Also tell them if you think something could be **done better**. This is called making a **comment**.



It is **OK** to tell us how you **feel**.

- You **will not** get into trouble for telling us what you think.
- We **want you** to tell us what you think.
- We **will listen** to you.
- Someone can help you to tell us.

There are different ways to make a comment or a compliment



1. You can **talk** to your care worker, social worker or their manager.



2. You can **write** to us. There is space at the end of this factsheet to write down what you think.



3. You can **email** us at

hcs.complaints@hertfordshire.gov.uk.



4. You can go to our **website** at www.hertsdirect.org.

Click on Contact us and then click on "Comment, compliment and complain." There is a link to an online form you can use.

When people make a comment to us



We will write to you within 3 working days to let you know that we have received your comment.



We will look at your comment and see what we can do about it.

When people make a compliment to us



We will pass your compliment on to the team you have written about.



Or we will pass your compliment on to the manager of the person you have written about. They will tell the person about what you have said.

If you need more help



contact **HertsHelp** they can tell you what you need to do.

Tell them if you need help to make a comment or compliment.

Contact **HertsHelp** by:



Email: info@hertshelp.net



Telephone: 0300 123 4044



Fax: 0300 456 2365

Use this page if you want to make a comment or a compliment

Please tell us your name and how to contact you.



My name is:
.....
.....



My address is:
.....
.....
.....
.....



My email address is:
.....



My phone number is:
.....

On this page write down what you want to say to us.

You can use more paper if you need to.

I want to say...



Post this page and the one before to:

Complaints Team, CHO 118, County Hall, Hertford, Hertfordshire,
SG13 8DF.

If you like, instead of posting the page you can give it to someone who can post it for you.