

# Have your say

## Complaints

Please tell us how you feel



If you are not happy and want something changed, tell someone.

This is called **making a complaint**.



It is **OK** to make a **complaint**.

- 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.

**Hertfordshire County Council**

Telephone: 0300 123 4042



# There are different ways to complain



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 fact sheet to write down what is wrong.



3. You can **email** us at [hcs.complaints@hertfordshire.gov.uk](mailto:hcs.complaints@hertfordshire.gov.uk).



4. You can go to our **website** at [www.hertsdirect.org](http://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 complain to us



**We will find out what has gone wrong.**



**We will write and say what has gone wrong.**

**We will say what we can do about it.**

**We will write as soon as we can.**

**If we cannot reply quickly, someone will tell you why.**



**Do not wait more than 25 days for a reply.**



**Telephone the Complaints Team if no one has written to you, or talked to you about your complaint. Their number is 01992 556685.**

# If you are unhappy



with the answer to your complaint, phone the  
**Complaints Team on 01992 556685.**  
They will help you.

# If you need more help



contact **HertsHelp** they can tell you what you  
need to do.  
**Tell them if you need help to complain.**

Contact **HertsHelp** by:



Email: [info@hertshelp.net](mailto:info@hertshelp.net)



Telephone: 0300 123 4044



Fax: 0300 456 2365

# Use this page if you want to complain

We need to know your name and how to contact you.



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

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



.....  
.....  
.....





**My email address is:** .....  
.....





**My phone number is:** .....  
.....

Would you like us to write to you?

	
<input type="checkbox"/>	<input type="checkbox"/>

Would you like someone to talk to you?

	
<input type="checkbox"/>	<input type="checkbox"/>

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

**Tell us what is wrong and what you would like to happen.**

**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.