

Factsheet

Adult Care Services



Have your say – tell us what you think about services



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**.



If you are unhappy with the services we are giving you should tell us.

This is called making a **complaint**.



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.

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How to comment, compliment or complain



Talk to your care worker, social worker or their manager.



Write to us. Use the space at the end of this factsheet to write down what you think.



Email us at

acs.complaints@hertfordshire.gov.uk.



Go to our **website**

www.hertfordshire.gov.uk/comment

Click Make a complaint, compliment or comment.

Then use the **online form**.

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What happens next



We will write to you within 3 working days to tell you we received your comment or complaint.



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

When people compliment us



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



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.

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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**

Telephone: **0300 123 4044**



Email: **info@hertshelp.net**

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**Use this page to make a
comment or a compliment**



My name is



My address is



My email address is



My phone number is

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**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 to:

**Complaints Team,
Postal Point: SFAR 210
Farnham House,
Six Hills Way,
Stevenage, SG1 2ST.**

Or give to someone to post it for you.