



If you do not speak English and need help in understanding this document, please telephone the number below and state the name of your language. We will then put you on hold while we contact an interpreter.

如果你不懂說英語而需要協助以明白本文件，請致電下列電話號碼並說明你的母語。我們將會請你稍候以聯絡口譯員。

ਜੇਕਰ ਤੁਸੀਂ ਇੰਗਲਿਸ਼ ਨਹੀਂ ਬੋਲਦੇ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਵਾਲੇ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਦਾ ਨਾਂ ਦੱਸੋ। ਫੋਨ 'ਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇੰਟਰਪਰ ਡਾਈਲ ਕਰਾਂਗੇ ਜਾਂ ਜੇ ਅਸੀਂ ਕਿਸੇ ਇੰਟਰਪਰਟਰ (ਦੁਬਾਰੀ) ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਾਂਗੇ।

اگر آپ انگریزی نہیں بولتے ہیں اور اس دستاویز کو سمجھنے کیلئے آپ کو مدد کی ضرورت ہے تو براہ کرم اپنی زبان کے نمبر پر ٹیلی فون کریں اور اپنی زبان کا نام بتائیں۔ اس کے بعد ہم آپ سے انکار کرنے کا کہہ کر آپ کیلئے کسی ترجمان سے رابطہ کریں گے۔

Jestliže nemluvíte anglicky a potřebujete, aby vám někdo pomohl vysvětlit tento dokument, prosím zavolejte na níže uvedené číslo a uveďte svůj jazyk. Potom vás požádáme, abyste nepokládal(-a) telefon a mezitím zkontaktujeme tlumočníka.

Jeżeli nie mówią Państwo po angielsku i potrzebują pomocy w zrozumieniu tego dokumentu, prosimy zadzwonić pod poniższy numer telefonu. Po podaniu nazwy swojego ojczystego języka prosimy poczekać – w tym czasie będziemy kontaktować się z tłumaczem.

Telephone **(0113) 222 4401**

This information can be provided in large print, Braille and audio, please telephone **(0113) 247 8630**.

For general information about Adult Social Care telephone Customer Services on **(0113) 222 4401** or textphone **(0113) 222 4410**

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Adult Social Care

Make your experience count

Have you got something to say about our services?

Have you got a compliment, comment, complaint or a concern?

Tell us how it is

Your views are important to us.

We want to know what you think about our services

You may contact us

If you have a compliment, comment, complaint or a concern about Leeds City Council, you may want to begin by talking to a local member of staff or their manager. Or you can contact the Council using the information here.

How to contact us

- You can **phone** us: **(0113) 222 4405**
- If you are a **textphone** user you can ring us: **(0113) 222 4410**
- You can log on to the **internet** and fill in an online form: **www.leeds.gov.uk/complaints**
- You can **write** to us either by letter or by filling in the form on this leaflet and handing it in to any Leeds City Council office, or send it to:

The Complaints Manager
Leeds City Council
Adult Social Care
Merrion House
110 Merrion Centre
Leeds
LS2 8QB



- You can **email** us at:
Complaints.SOCS@leeds.gov.uk
- You can **text** the Complaints Manager on:
0789 127 1872
- You can **visit** one of our local council offices where we will always do our best to sort your problems out at once

What happens next?

When you contact us we will acknowledge receipt within three working days. We will then get in touch with you to **listen** to what you have to say and **understand** what your problem or concern is. We will agree with you the best way to deal with it and a timescale in which to resolve it.

If you need any support to make the complaint, we can arrange that for you.

We will keep in contact with you in a way that suits you. We will provide you with all the necessary information you need and where appropriate, offer a resolution.

Your feedback about our service gives us a valuable opportunity to **learn and improve**. We will let you know what action we will take.

Complaints about service provided by other agencies on our behalf

If you receive a service which is provided on the council's behalf by a voluntary or independent provider you should make your complaint in the first instance to their local manager. If you feel unable to do this you can contact their complaints manager, who will make a complaint on your behalf.

If you are not satisfied with the response you receive from the independent provider you can request that your complaint be looked at under our formal procedure, please contact the complaints manager using this form.

The Care Quality Commission

If you receive day services, home care services or live in a care home, you can complain to the Care Quality Commission. Their address is:

Care Quality Commission
Yorkshire and Humberside
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone: **03000 616 161**





Mental Capacity

The Mental Capacity Act aims to make sure that people are given help and support to enable them to make their own decisions – or to be involved as much as possible in the process.

Deprivation of Liberty Safeguards protect vulnerable people in registered care homes and hospitals who lack capacity to consent to arrangements for their care or treatment.

There are a number of organisations that can help support people's rights if they or someone else feel they lack capacity to make their own decisions. If you have a complaint about how any of this has worked, contact the complaints manager using this form.

For more information visit: www.publicguardian.gov.uk

Protecting vulnerable adults – what is abuse?

Abuse is mistreatment by any other person(s) that violates the basic rights and freedoms to which everybody is entitled.

Abuse can happen anywhere:

- in a person's own home
- in a residential or nursing home
- in a supported living setting
- in a hospital or GP surgery
- in a day centre or educational setting
- within the workplace or within the community.

If you feel that someone's behaviour constitutes abuse and you would like to make a report then you need to make what is called a Safeguarding Referral. You would need to call **(0113) 222 4401 (24 hours)** stating that you wish to make a referral.

You can get further advice on how to proceed by calling the Safeguarding Adults Coordinators **(0113) 224 3511 (office hours)**.

Feedback form – part 1

I have a:

- Compliment Comment
 Complaint Concern

Name:

Address:

Telephone number:

Date:

Please complete part 2 overleaf.

Feedback form – part 2

My issue is about:

- Please ring me so that I can give you more details.

Please return this form to:
The Complaints Manager
Leeds City Council
Adult Social Care
Merrion House
110 Merrion Centre
Leeds
LS2 8QB