

# Making a complaint about Adult Social Care services



in partnership with



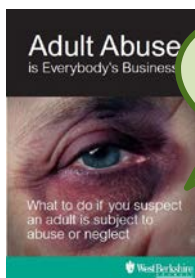
**Do you want to make a complaint?**



**If you are unhappy let us know.**



**Tell us what you want to complain about. You may want help from family, friends or your support worker to do this.**



**Report it**

**You can report abuse on our website at [www.westberks.gov.uk/adultsafeguarding](http://www.westberks.gov.uk/adultsafeguarding) Or phone 01635 519056**



**If you still want to complain, use our online form [www.westberks.gov.uk/complaints](http://www.westberks.gov.uk/complaints)**



**Please answer all the questions**



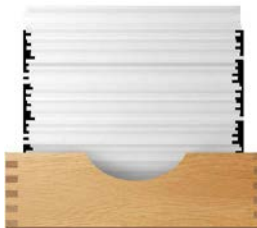
**Tell us as much information as possible. This should include the following 4 things:**



**1. Dates, times and places.**



**2. Names of people and organisations.**



**3. Any other documents you think may help.**



**4. How would you like your complaint to be resolved?**



**We will contact you to agree how we will investigate your complaint and give you a date by which we will respond.**



**Please give your name. If you don't give us your name we cannot reply to your complaint.**



**You can ask for an independent advocate to help and make the complaint for you.**



**Please tell us if someone else is making the complaint for you, and how to contact them.**



**If you do not want to complain, you can just send us feedback.**

## Ways to complain:



If you still want to complain, use our online form  
<https://www.westberks.gov.uk/complaints>



By email:  
[complaintsadultsocialcare@westberks.gov.uk](mailto:complaintsadultsocialcare@westberks.gov.uk)



By phone: 01635 503391



In writing:  
The Complaints Manager  
Community Services  
West Berkshire Council  
West Street House  
West Street  
Newbury  
Berkshire RG14 1BZ