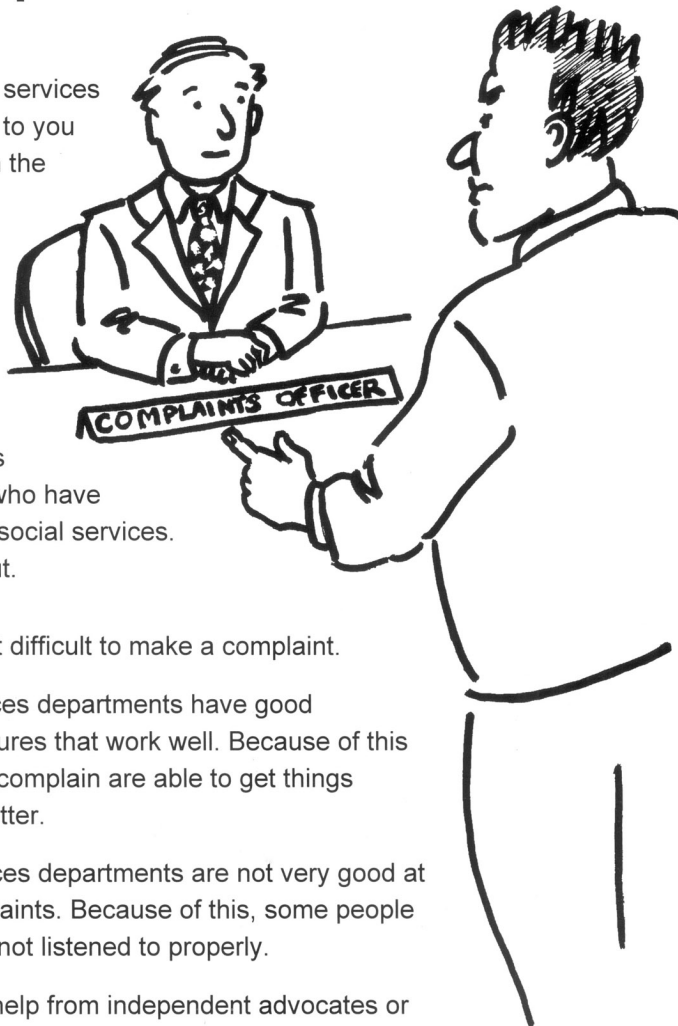


Plain facts

Making complaints

The law says that social services departments must listen to you if you are not happy with the services you are getting from them.

They must have a set of rules to help them do this. These are called complaints procedures. Ken Simons talked to lots of people who have made complaints about social services. This is what he found out.



Many people find it difficult to make a complaint.



Some social services departments have good complaints procedures that work well. Because of this some people who complain are able to get things changed for the better.



Some social services departments are not very good at dealing with complaints. Because of this, some people who complain are not listened to properly.



Some people get help from independent advocates or supporters. This makes complaining a lot easier.