

# Adult Social Care

Comments and complaints for  
people with learning disabilities





You have the right to **complain** about services, or tell us if you think things should change.

Tell us what is wrong and we will try and put it right.



You have the right to make **comments** about services you have received and what you think is good about them.

Name: .....

Where I live: .....

Contact details: .....



Where I live  
 (Tick box)



The day centre/  
staff support  
 (Tick box)



Money  
 (Tick box)



How I feel  
 (Tick box)



Feeling bullied  
 (Tick box)



Something else  
 (Tick box)



I am unhappy about:



It would make me happy if:



I would like to comment about:


You can get help filling in this form from someone like your keyworker, social worker, advocate, friend or family. Hand this to a member of staff or post to: Slough Borough Council, Complaints Team, 25 Windsor Road, Slough, SL1 2EL.


## What happens to your form?

- A manager will contact you within two working days to hear about your complaint and what you would like to happen.
- The manager will tell you how your complaint will be dealt with and how long it will take.
- A manager will let you know their decision about your complaint and inform you about any action that may have been taken.
- If you are still not happy with this, we will tell you if there is anything else which can be done about it.


## Other people who can help you

### Slough Borough Council complaints team:


 01753 475111 option 1

 complaints@slough.gov.uk


### Community Team of People with Learning Disabilities (CTPLD)

 01753 475111 option 1

### Advocacy in Slough


 01753 415299

### Minicom

 785030

### Adult Social Care Portal

We offer a range of information, advice and support to help you here:

 <https://lasadultsportal.slough.gov.uk/web/portal/pages/home>

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुवाद किए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें।

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 475111 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔

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