



# How to tell us if you are not happy about Adult Social Care Services

## Things we help with:



Community Support



Helping you to find work or a job



Day Centres



Care Homes

How to Tell Us if You Are Not Happy About Adult Social Care

## How to tell us if something is wrong:



Tell your support staff - Ask them to tell us



Tell a friend, relative or carer - Ask them to tell us



We will try and put it right straight away

## If you are still not happy



**Tell the Complaints Manager**

**Telephone: 01202 458 953**

**Email: [ACComplaint@bcpcouncil.gov.uk](mailto:ACComplaint@bcpcouncil.gov.uk)**

## What will the Complaints Manager do?



Listen to you



Write down what you say



Make sure your complaint is looked into



Let you know what is happening about it

If you have any questions please contact us:



**Telephone:** 01202 458 953

**Email:** [ACComplaint@bcpcouncil.gov.uk](mailto:ACComplaint@bcpcouncil.gov.uk)

**Write:**  
FREEPOST RTKS-LEBR-YTAR,  
NBLO,  
Town Hall,  
Bournemouth,  
BH2 6DY

or

**Come to our offices at:**

**Care Direct**

Customer Services Centre  
St Stephens Road  
Bournemouth  
BH2 6EA

