

What do you think about Adult Social Services?



An easy-read booklet

Tell us what you think

Want to tell us something about your care or support?

Here's what you need to do.



Are you happy?

- Was a member of staff friendly or helpful?
- Do you want to say thank you?



Are you sad?

- Was a member of staff rude or unhelpful?
- Do you need help or more support?
- Is there something else you want to tell us?



Do you have a good idea?

- Let us know if we could do things better.



You can get someone to help you tell us:

- a carer
- a friend
- a family member
- a member of staff
- someone you trust.



We want to get it right

- If you complain we **will not** change or stop your service.

Tell us by phone, email or letter

Fill in the form on the next page, or



Telephone us 020 7527 8047



Text us 07860 026 673



Email us

socialservices.complaints@islington.gov.uk



Write to us

Customer Service Team
(Adult Social Services),
7 Newington Barrow Way,
London
N7 7EP

Tell us by filling in this form

Tell us what you think by writing in the box below



Your Name

Address

Post Code

Telephone Number

Email Address



When you have filled in this form, you can

- Email it to socialservices.complaints@islington.gov.uk
- Take it to the nearest council office
- Ask a member of staff for a freepost envelope