

Contacts

- Your Scheme or Service Manager
- Supporting People Team -
Rotary Annex,
The Arts Centre, Vane Terrace
Darlington, DL3 7AX
Tel 01325 388108
- Citizens Advice Bureau, Bennet
House, Horsemarket, Darlington -
Tel 01325 380755
- Advocacy Together (for Mental Health
and Learning Disability Services) -
c/o Darlington Volunteer Bureau
Church Row,
Darlington, DL1 5QD
Tel 01325 465337
- Your local Councillor – contact
Darlington Borough Council on 01325
388354 for your Councillor's contact
details
- Darlington Borough Council Welfare
Rights Officer
Tel 01325 388656
- Local Government Ombudsman,
Beverley House,
17 Shipton Road,
York YO3 6FZ
Tel 01904 380200

Other Formats

**This document will be made
available on request to the
Supporting people Team in Braille,
large print and on audio cassette.
It is also available in other languages.
Telephone 01325 388108**

Arabic

إذا رغبتكم الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية نرجو
الاتصال بنا على رقم الهاتف التالي 01325 388108 مع ذكر رقم الإشارة.

Bengali

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে
নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন। 01325 388108

Cantonese

如果你需要其它語言的版本，請與以下電話聯係並報出參考號碼：01325 388108

Hindi

यदि आप यह प्रकाशन अंग्रेजी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर)
बताकर निम्नलिखित 01325 388108 पर संपर्क करें।

Punjabi

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ
ਸਾਨੂੰ ਨੰਬਰ 01325 388108 'ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

Urdu

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں درکار ہو تو براے مہربانی ٹیلیفون نمبر 01325 388108 پر فون کر کے حوالہ
نمبر بتائیں۔

Polish

Jeśli chciał(a)by Pan(i) otrzymać polską wersję językową tego dokumentu, proszę zadzwonić
pod numer 01325 388108 i podać numer identyfikacyjny dokumentu.



Supporting people

How to pass on a
compliment or make a
comment, suggestion or
complaint



Why Contact us?

It is very important that you tell us what you really think of Supporting people funded services, and about the way that the Supporting people Team in Darlington operate. Supporting people funded services could be provided by the council or external providers. You could receive Supporting people services, provide a service or just be an interested party. Whoever you are we would like to hear what you have to say. Without this information it is difficult to put things right, improve services and improve the way we work.

Together We Can Improve Services

It is very important that you tell us what you really think of the services you receive, including:

- what is good about them.
- suggestions for improvement.
- when things go wrong.
- when things are not satisfactory.

We value and respect your comments because they help us to work at improving the services which are there to help you.

Why Your Views Count

Without this information from you it is difficult for us to always try to put things right or improve services.

You are either receiving the support from a service funded by Supporting people, or have close links with a service, therefore you are ideally placed to tell us what is good and bad. This way we can aim to improve services, and ensure that they meet the needs of future service users.

We Promise

- you will be listened to properly.
- you will be treated with courtesy and respect.
- you will get a prompt and speedy response.
- confidentiality - we will only involve those who need to know.
- All comments and complaints are welcomed and will be positively responded to.
- Making a complaint will not affect your entitlement to services now or in the future. You will not be penalised in any way.

- If you are making a complaint you will be given or sent a copy of the detailed Complaints Procedure.
- We will follow this procedure to investigate any complaint that you make.

How Do I Make My Views Known?

You (or someone on your behalf) can pass on a compliment, or make a comment, suggestion or complaint to us in any of the following ways:-

- By talking - to the person who you receive your services from (or their manager).
- By writing – your own letter, and sending it to the Supporting people Team at the address shown on the back of this leaflet.

Getting Help, Advice or Support

If you need help, support or advice about making a comment, compliment, suggestion or complaint you can also contact someone from the list on the back page of this leaflet, or anyone of your own choice, and ask them to contact us on your behalf.