

Comments, Complaints and Compliments about Adult Social Care

Please tell us what you think



We want to hear what you think is good about our services and the support you get.



We want to hear what you think is bad about our services and the support you get.



We want to hear how you think our services and your support could be made better.

How to contact us



Email: Adultsocialcare-complaints@leicester.gov.uk



Telephone: 0116 454 1004



Or speak to your social worker

What can we do if something is wrong?



We may be able to fix the problem quickly for you without making a complaint.



If not, our Complaints Team will look into your problem and send you a reply.

They will send you a letter once your complaint has been looked into to let you know what the Council has done.

What if you're still not happy?



If you're not happy with the outcome, another person called 'The Ombudsman' can look at your complaint.



They can check if they think the Council has made the right decision.



They can try and put things right if they don't agree with the Council.

You can contact them here:



Local Government and Social Care
Ombudsman
PO Box 4771
Coventry CV4 0EH

Website: www.lgo.org.uk/making-a-complaint

Telephone: 0300 061 0614