Making a Complaint:
Tell Us What You Think

This leaflet tells you how you can make a complaint about Sheffield City Council services.

It tells you what will happen after you make a complaint.

We think what you have to say is very important

We listen to what you say so we can make our services better.

You will not be treated differently because you have made a complaint.

We want to sort out complaints that you make as quickly as possible.

We will try to sort things out in three working days.

We will always try to sort out your complaint by:

- Speaking to you or
- Speaking to the person making the complaint for you.

Sometimes we will not be able to sort out your complaint straight away.

We might need to look at the complaint in more detail. Then a Council manager will investigate.
The manager will:

- Contact you to talk about your complaint.
- Ask you what you would like us to do to put things right.
- Tell you how long it will take to answer your complaint.
- Write to you to tell you what has happened.

If you are not happy with their answer, you can ask for your complaint to be looked at again by a more senior manager.

Once the senior manager has finished looking at your complaint, they will write to you.

If you are still not happy, you can take your complaint to the **Ombudsman**. (This is an independent person who checks on complaints against the Council.)

**You can get support with your complaint**

Council staff can help you with your complaint.

They will try to answer your complaint, or take details and pass them to someone who can help.

There are also groups like Citizens Advice, and people who can help you with your complaint including:

- Friends
- Family members or
- Your local councillor or MP
- Support worker or provider
You can make a complaint by:

Completing a form on our website. This is not an easy read form. [www.sheffield.gov.uk/tellus](http://www.sheffield.gov.uk/tellus)

Filling in a paper easy read complaints form. You can get this from our website. [www.sheffield.gov.uk/tellus](http://www.sheffield.gov.uk/tellus)

Or you can phone us or visit one of our offices to ask for a paper form.

You can send the paper easy read form to Customer Services, Sheffield City Council, Pinstone Street, SHEFFIELD, S1 2HH.

Phoning us on: 0114 27 34567

You can visit First Point (this is our main office at Howden House on Union Street), or one of our other offices, such as housing offices or libraries, where you can speak to us.

You do not have to make your complaint in writing. You can tell someone who works for us and they can fill in a form for you.