

# **Supporting People** *in Thurrock*

## Making a Complaint

*How to make a complaint  
about your support  
service*



This leaflet tells you how to make a complaint about your support service.

By support, we mean the tasks that your key worker/support worker/warden helps you with. They may help you with such tasks as completing forms, advising you how to budget or helping you to obtain other services that you might need. Your support worker may live on site or visit you in your own home

## **What can I complain about?**

You can complain about anything to do with your support service. Some examples are:

- You are unhappy with the way that you have been treated.
- You are unhappy about the standard of service you have received
- You have not received a service that you are entitled to.

## Who should I complain to?

If you don't feel comfortable making a complaint to your service provider you can make your complaint to the Supporting People Team

## Contact the Supporting People Team

You can write to us or complete the attached form giving us details of the complaint. You can contact us by:

Call us directly on: **(01375) 385266**

E-mail us on:

**[Supporting.people@thurrock.gov.uk](mailto:Supporting.people@thurrock.gov.uk)**

Send us a fax on: **(01375) 380440**

We can also come to your home to discuss the complaint. If you ask us to come to your home, you can have a friend, relative or advocate with you.

If your complaint is about the Supporting People team, contact the **Customer Liaison Team**.

Call: 0845 3005263

Write to: Customer Liaison Team, 4th Floor, Civic Offices, New Road, Grays, Essex RM17 6SL

Email: [complaints@thurrock.gov.uk](mailto:complaints@thurrock.gov.uk)

## What happens next?

If you send your complaint to the Supporting People team, we will let you know we have received it within 5 working days.

We aim to investigate the complaint quickly without asking you to do anything else. We will get back to you within 10 working days to let you know what we have done and what the result is.

However if you are not satisfied with the result, we will tell you how you can take the complaint further.



FREEPOST RM20

The Bungalow  
R/O Grays Hall  
Orsett Road  
Grays, Essex  
RM17 5TT

## How you can contact us

Thurrock Council Supporting People  
Team

The Bungalow  
R/O Grays Hall  
Orsett Road  
Grays, Essex RM17 5TT

Phone:(01375) 385266

Fax: (01375) 480440

Email:

[Supporting.people@thurrock.gov.uk](mailto:Supporting.people@thurrock.gov.uk)

**Please moisten strip around edge of form and post to the address above. It does not need a stamp.**

If you need this information in another language please contact the number below:

Monday - Friday  
9.00am - 5.00pm



TCSC/06/42

**For free translation phone**

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**Turjubaan lacag la'aan ah ka soo wac telefoonka.**

**Para uma tradução grátis, telefone.**

বিনাখরচে অনুবাদের জন্য টেলিফোন করুন

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ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ

مفت ترجمے کے لئے ٹیلیفون کیجئے۔

**Za besplatne prevode pozovite**

**Para obtener una traducción telefónica gratuita llame al:**

Перевод – бесплатно. Звоните.

**Për një përkthim falas telefononi.**

இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்.

Για δωρεάν μετάφραση, τηλεφωνήστε.

Ücretsiz çeviri için telefon edin.

Điện thoại để được thông dịch miễn phí.

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**Del nemokamo vertimo skambinkinte**

**For large print or braille phone**

**020 8430 6291**

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