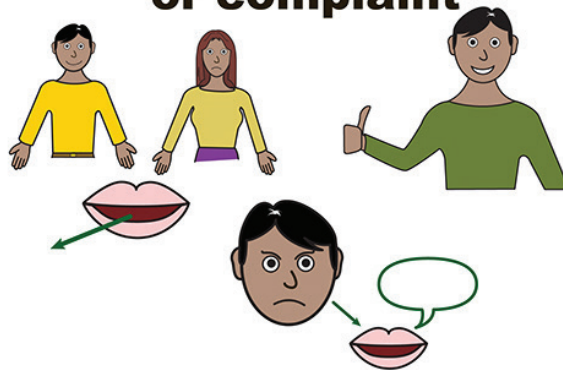




Trafford Council

Making Complaints, Comments and Compliments In Adult Social Care

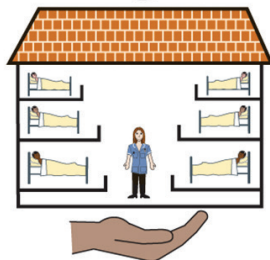
comment compliment or complaint



adult social care



nursing home



This leaflet is for people who receive
Social Care services for Adults.

The care may be for a nursing home.

care at home

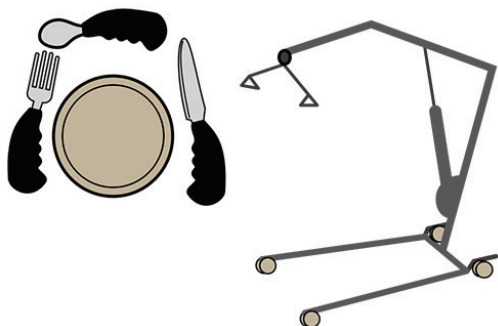


The care may be for home care – practical support and personal care in your home.

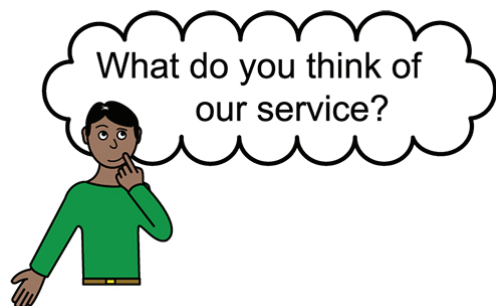
money



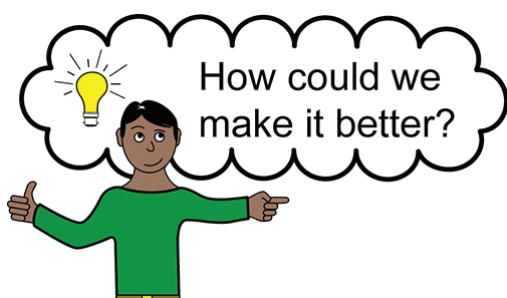
You may need help with managing your money to help pay for care services.



You may need equipment to help you live comfortably and safely in your own home.



complaint enquires and incidents

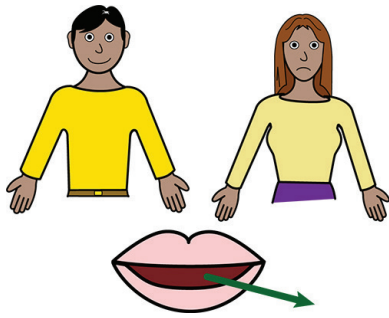


Trafford Council wants to know what you think of our Social Care Service for Adults.

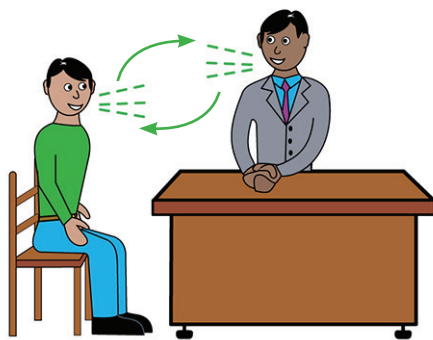
You might be unhappy or angry about one of our services and want to tell us.

We call this making a complaint.

You might have ideas about how we can make our services better.



happy

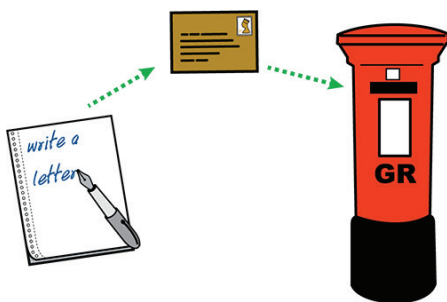


This can be done by making a comment.

You might be happy with our services and want to tell us about the good things we have done.

We call this making a compliment.

We have staff you can contact to tell us what you think and they are called the **'Customer Relationships Team'**.



You can contact the Customer Relationships Team by:

Email:

ICE@trafford.gov.uk

Phone:

0161 912 4416

You can also write a letter and send it to:

The Customer Relationships Team

Children, Families and Wellbeing

Trafford Council Trafford

Town Hall

Stretford

Manchester

M32 0TH

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