



Tell us what you think



This booklet is written by Hampshire County Council.



It is about the Adults' Health and Care department of Hampshire County Council.



It explains how you can tell us if you are happy or unhappy with the services you get from us.

March 2019

1. Why we want you to tell us what you think



We want to give everyone a good service.



You can tell us when you are happy with our services.



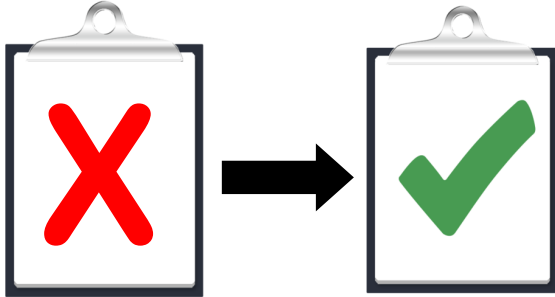
We will then know we are doing things the right way.



You can also tell us when you are not happy with our services.



We can then see if we have made any mistakes.



If we have made mistakes, we can try to make our services better.



You can also tell us your ideas to make our services better.

2. How to tell us what you think



You could talk to someone you know and they could tell us.

You could talk to:



- Your social worker
- Your family
- Your friend
- Someone whose job it is to help you.



If you don't have someone to talk to, you can tell us.

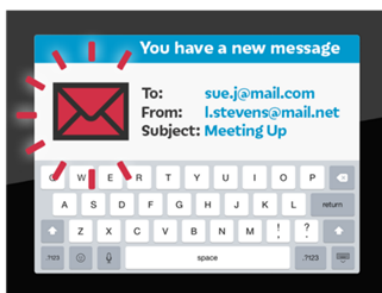


You can telephone us on
0300 555 1386.



Write to us:

**Information and Complaints Team
Adults Health and Care Department
The Castle
Winchester
SO23 8UQ**



Email us:

adultservices.complaints@hants.gov.uk



**Fill out the form on our website:
www.hants.gov.uk/customer-care**



**Fill out the form at the back of this
booklet and send it to us.**

3. What happens when you tell us what you think



Someone from our Information and Complaints Team will look at what you have told us.



If you tell us you are not happy, they will contact you to ask you some questions.



They want to understand what you are unhappy or angry about.



They will work with you to try to put things right.



Write to us and tell us what you think

Your name:

Your address:

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Email address:

Telephone number:

Write here:

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