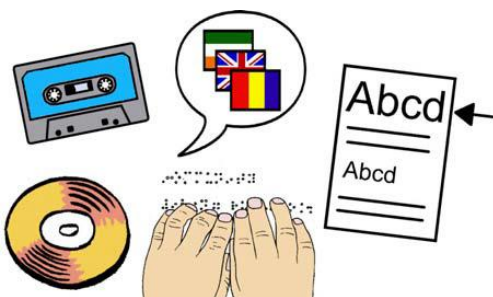




# We're listening



**Help us improve our services by telling us what you think.**



**Tell us if you need this information in different ways or languages.**

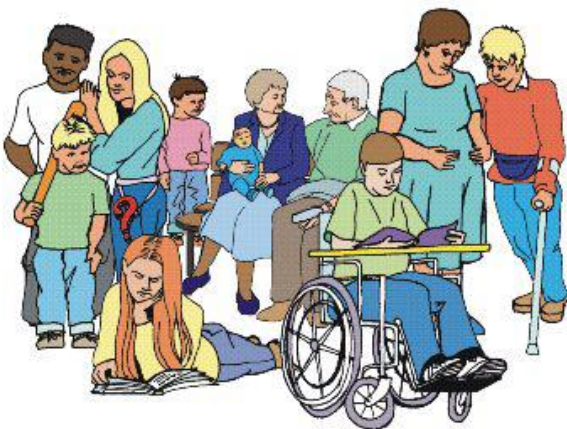
# Who can complain?



The person getting the service.



Someone else speaking up for the person getting a service.



Anyone else who is affected by what has been done.

# What will happen next?



A manager will look at your complaint.



They will tell you what they are going to do within 20 days.



If you are not happy you need to tell us.



You must do this within 20 days.



A senior manager will look at your complaint again.



They will tell you what they are going to do within 20 days.

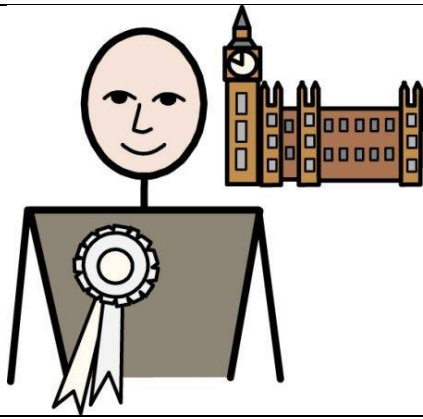


If you are still not happy there are lots of other people you can talk to.

## Where to go for more help



If your complaint is about someone else, you can talk to them any time.



If your complaint is about your house, you can talk to a Member of Parliament or local Councillor.



Once your complaint has been dealt with by us, if you are still not happy you can ask one of the Ombudsman Services to look at it.

An Ombudsman is like a judge.



There are different Ombudsmen. It is free to ask them to look at your complaint

## Housing Ombudsman Service



0300 111 3000

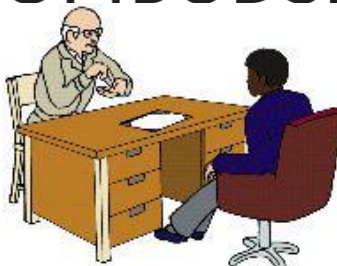


[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)



Exchange Tower,  
Harbour Exchange Square,  
London E14 9GE

## Local Government OMBUDSMAN



0300 061 0614



[www.lgo.org.uk](http://www.lgo.org.uk)



PO Box 4771  
Coventry CV4 0EH





Parliamentary  
and Health Service  
Ombudsman



0345 015 4033



[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)



Millbank Tower, Millbank,  
London SW1P 4QP



The Care Quality Commission (CQC) check some of our services and are happy for you to give them information about us.



03000 616161



[www.cqc.org.uk](http://www.cqc.org.uk)



Citygate, Gallowgate,  
Newcastle upon Tyne NE1 4PA

**healthwatch**



Healthwatch look after patients, carers and users of health and social care services. You can also talk to them.



03000 683000



[www.healthwatch.co.uk](http://www.healthwatch.co.uk)



Citygate, Gallowgate, Newcastle  
upon Tyne  
NE1 4PA

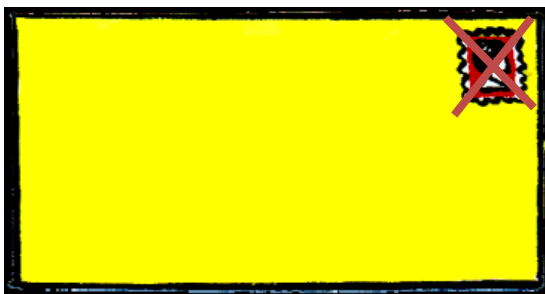
## How to contact us



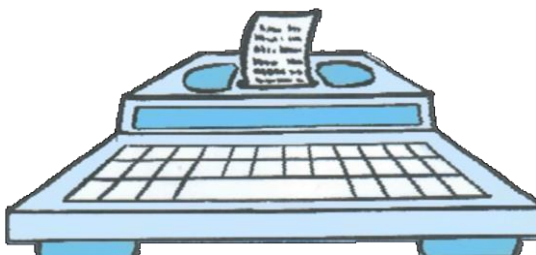
You can call us **FREE** at any time on: **0333 0000 321**



Fill in the form in this leaflet



You can write to us at:  
**Freepost Plus**  
RTXT-ZRZZ-TGBU  
NCHA  
12-14 Pelham Road  
Nottingham NG5 1AP



You can send a fax to:  
**0115 954 1372**



You can send us an email to: [info@ncha.org.uk](mailto:info@ncha.org.uk)  
Or visit our web site [www.ncha.org.uk](http://www.ncha.org.uk)



You can talk to any of our staff



You can visit us at:  
NCHA  
12 – 14 Pelham Road  
Nottingham NG5 1AP