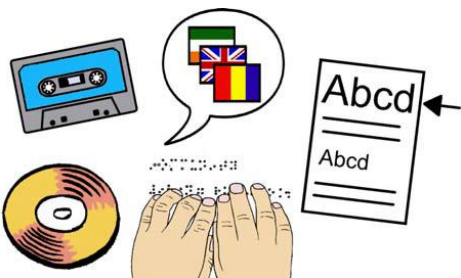


## We're listening



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



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

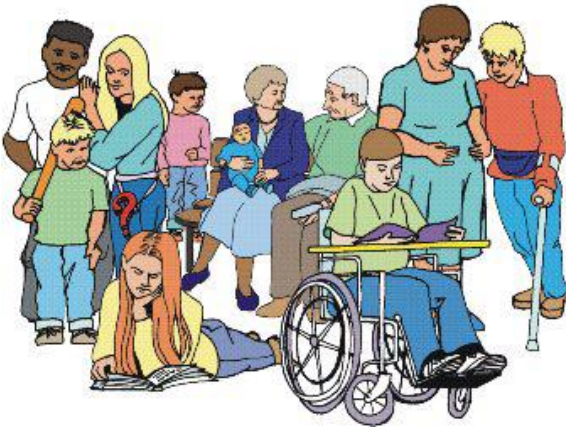
## Who can complain?



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 specialist team will look at your complaint.



They will tell you what they are going to do within 10 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.


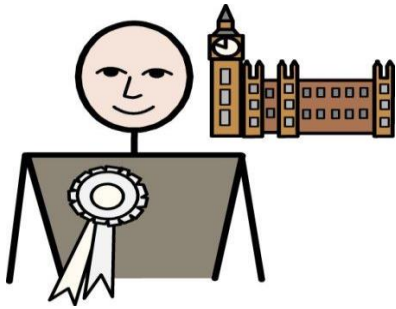











They will tell you what they are going to do within 20 days.



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

## Where to go for more help

	<p>If your complaint is about someone else, you can talk to them any time.</p>	
	<p>If your complaint is about your house, you can talk to a Member of Parliament or local Councillor.</p>	
	<p>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 – there are three of them.</p> <p>An Ombudsman is like a judge. It is free to ask them to look at your complaint.</p>	
<p><b>Housing</b> Ombudsman Service</p> 		<p>0300 111 3000</p>
		<p><a href="http://www.housing-ombudsman.org.uk">www.housing-ombudsman.org.uk</a></p>
		<p>Exchange Tower Harbour Exchange Square London E14 9GE</p>
<p>Local Government <b>OMBUDSMAN</b></p> 		<p>0300 061 0614</p>
		<p><a href="http://www.lgo.org.uk">www.lgo.org.uk</a></p>
		<p>PO Box 4771 Coventry CV4 0EH</p>

 <p>Parliamentary and Health Service Ombudsman</p> 	 0345 015 4033	
	 <a href="http://www.ombudsman.org.uk">www.ombudsman.org.uk</a>	
	 Millbank Tower, Millbank London SW1P 4QP	
 <p>CHILDREN'S COMMISSIONER</p> 	 020 7783 8330	
	 <a href="http://www.childrenscommissioner.gov.uk">www.childrenscommissioner.gov.uk</a>	
	 Sanctuary Buildings 20 Great Smith Street London SW1P 3BT	
 <p>CareQuality Commission</p> 	You can talk to the Care Quality Commission (CQC) who check some of our services and are happy for you to give them information about us.	
	 03000 616161	
	 <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>	
	 Citygate, Gallowgate Newcastle upon Tyne NE1 4PA	
 <p>healthwatch</p> 	You can talk to Healthwatch who look after patients, carers and users of health and social care services.	
	 03000 683000	
	 <a href="http://www.healthwatch.co.uk">www.healthwatch.co.uk</a>	
	 Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA	

## How to contact us



You can call us FREE at any time on:  
**0800 013 8555**



Fill in the form in this leaflet



You can write to us at:  
**Freepost Plus**  
RTXT-ZRZZ-TGBU  
NCHA  
**Clifton Place,**  
**9 Fairham Brook Drive,**  
**Clifton,**  
**Nottingham**  
**NG11 8PY**



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.