



Procedure for Complaining

1. In the first instance all complaints should be directed to **Senior Staff / Manager**, depending on the nature of the complaint. If the complaint is regarding **Senior Staff/Manager**, or cannot be resolved directly by those concerned, complaints should be referred to the **Directors of A.L.A. Care Limited**
2. In the further event of an unsatisfactory outcome, the matter should be referred as follows:

a) Social Services Funded Care – Leicestershire

You can tell them about your comments or complaints by:

- Completing the [Social Care Comments/Complaints Form](#)
- Emailing: adult-social-care-tell-us@leics.gov.uk
- Contacting any member of staff at any County Council establishment
- Calling the Complaints Manager on 08000968 116
- Writing to them at: **Corporate Complaints Manager**

Social Care Service
FREEPOST LE17795
County Hall
Glenfield
Leicester
LE3 8XR

b) Social Services Funded Care – Leicester City Council

You can tell them about your comments or complaints by:

- Contacting the member of staff you normally have contact with e.g. social worker
- Fill out complaints e-form on LCC website
- Calling the Complaints Manager on 0116 252 8326
- Writing to them at: **Complaints Manager**

Freepost LE824
Leicester
LE1 5BR

c) Privately Funded Care or unsatisfied with outcome of social services complaint - Local Government Ombudsman

You can tell them about your complaints by:

- Telephoning the LGO Advice Team on 0300 061 0614 or 0845 602 1983 (8.30am to 5 pm Monday to Friday except 9.30 am-10.30 am Tuesday to Friday. Please note that calls may be recorded for training and quality purposes.
- Completing an [online complaints form](#)