



Helping Carers Care

WHO ELSE CAN YOU TURN TO?

If you are still not satisfied with the outcome,
you can contact one of the following:

***Wakefield Metropolitan District Council
Family Services
County Hall
Wakefield WF1 2QL***

or

***Your Local Councillor
County Hall
Wakefield WF1 2QL***

or

***Your Member of Parliament
House of Commons
London SW1 OAA***



Helping Carers Care

HELP US TO HELP YOU, THE CARER AND YOUR RIGHT TO COMPLAIN ABOUT OUR SERVICE

**25 KING STREET,
WAKFIELD WF1 2SR**

Tel: (01924) 305544

**E-mail: info@carerswakefield.org.uk
Website: www.carerswakefield.org.uk**

Wakefield & District Carers Association
is a Company Limited by Guarantee Registered in England No. 3143673
Charity No. 1053295

Carers Wakefield & District is a registered charity working to help carers living within the Wakefield Metropolitan area to achieve their task of caring by providing them with support, information and advice.

Carers are people who give help to relatives or friends who are elderly, ill, physically disabled or who have a mental health problem, learning disability or sensory impairment.

If you are a carer, we need your comments and suggestions so that we can try to offer you the help you want and need.

Please ring us with your comments on:

(01924) 305544

or e-mail us at:

info@carerswakefield.org.uk

or contact us via our website:

www.carerswakefield.org.uk

or write to us at:

**Carers Wakefield & District
25 King Street
Wakefield WF1 2SR**

If you are not happy with how we have treated you, there are three steps you can take:

1. Talk to the Service Manager informally either by 'phone or by calling into the office. (It is best to make an appointment to ensure the Service Manager is available).

Most complaints can be resolved in this way.

2. If you prefer, put your complaint in writing and send it to:

*Head of Carers Wakefield & District
Carers Wakefield & District
25 King Street, Wakefield WF1 2SR*

We will investigate the complaint and reply in writing within 28 days.

3. If you are still not happy, write to:

*The Chair, Council of Management
Carers Wakefield & District
25 King Street, Wakefield WF1 2SR*

marking the letter PRIVATE & CONFIDENTIAL

The Council of Management will review the complaint and respond in writing within 28 days. In exceptional circumstances, a full response may take longer but an initial reply will be made within 28 days.

**YOU HAVE THE RIGHT
TO WITHDRAW A COMPLAINT AT ANY STAGE**