.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Please return this form to:
Freepost RRAZ-UZYZ-SYXH
Angus Council
Social Work and Health
St Margaret's House
Orchard Loan
Orchardbank Business Park
Forfar DD8 1WS

happy with the way we have delivered a service, we would like you to tell us. A booklet, 'What to do if you are not happy with social work services', explains how you can complain, and is available in all social work offices or from any member of social work staff.

Other leaflets you may find interesting

- Angus Council customer care
- Clients' Rights Service
- Access to personal social work records

Crystal Mark 14149
Clarity approved by Plain English Campaign

You can get this leaflet in large print, in Braille or on audio tape by phoning us on 01307 474151.

We can provide this information in other languages if you need it.

Call ACCESS Angus 08452 777 778 - your direct line for council services.

R Peat
Director of Social Work and Health

Nov 2007

Customer care

Angus Council

SOCIAL WORK and HEALTH

Customer focus

We, Angus Council Social Work and Health, are a customer-focused department. We work to deliver accessible, effective and efficient services for the people of Angus. Our commitment to customer care means that we aim to deliver the best service we can to people who use or need our services.

Our commitment to you

We will:

- treat you politely and with respect;
- listen to what you have to say;
- give you a range of information in a format that is appropriate for you;
- provide you with an efficient service designed to meet your needs;
- tell you of appointment times and tell you if, for any reason, we cannot make an appointment;
- respond to you quickly when you contact us;
- provide you with a welcoming, safe and smoke-free environment when you visit any of our offices; and
- be responsible for the standard of service we provide to you and try to put things right when they go wrong.

In return, we ask that you:

- treat us politely and with respect;
- keep to appointments or tell us if you cannot make them;
- tell us when you are not available to receive a service from us;
- tell us about any changes in your situation, which may affect the service you receive from us; and
- provide a safe and smoke-free environment when staff visit or work in your home.

Who do we help?

We help a wide range of people; including:

- older people;
- people with disabilities;
- people with mental-health problems;
- carers;
- children and young people; and
- families.

We also provide a range of services that deal with offenders and victims of crime. By law, we must provide certain services, which include those relating to:

- child protection;
- child supervision;
- adoption;
- assessing the need for and arranging or providing community-care services; and
- services to the criminal justice system.

We provide many services directly, and we also arrange services to be provided by other agencies and other organisations in the voluntary and private sector.

Our aims are to:

- put our customers at the centre of our work;
- build on existing good practice;
- deliver services in a way that will promote your independence and respect your culture and values;
- respect your right to dignity, confidentiality, privacy, choice and individuality; and
- be trustworthy and reliable.

Your views are important to us

It is important that we receive your comments on the quality of our services from time to time, for example, when you visit our offices, we may ask for your views and those of your carer, we may ask you to fill in a questionnaire.

We aim to provide good-quality social work services. If you have a compliment, comment or suggestion to make, we would like to hear from you. You can do this by using a feedback form that is available in all social work offices or on the Angus Council website at www.angus.gov.uk or, you can phone the **ACCESSLine on 08452 777 778.**

We understand that sometimes things can go wrong. If we make a mistake or you are not

We aim to meet our current standards, and also to consider how we can improve them.

If you have any comments on the service you have received, or suggestions on how we can improve our standards, we would like to hear from you.

If you have a complaint about our services, you can get a leaflet '**What to do if you are not happy with services provided by Social Work**' from any social work office.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....