

# Unhappy about a care service?

## Here's what you can do

Firstly, raise any issues directly with the service. If you are not satisfied – you can make a formal complaint using the service's complaints procedure. All registered care services must have one.

Or, you can raise a complaint about the service with us.

If you want to speak to us about a concern:

- call our national enquiries line on **0845 600 9527**
- telephone, write or visit any of our offices
- fill out our complaints form on our website.

For copies of our 'Unhappy about a care service' leaflet please call

# 0845 600 9527

or visit

# [www.careinspectorate.com](http://www.careinspectorate.com)

