

Where to go if you have issues with care providers

Age UK

www.ageuk.org.uk/information-advice/care/problems-with-care

Help to guide you through the process of resolving common problems with care.
phone: 08006 781 602

CareQuality Commission (CQC)

www.cqc.org.uk

Monitors, inspects and regulates core services.
phone: 03000 616 161

Citizens Advice Bureau

<http://www.citizensadviceyork.org.uk>

phone: 03444 111 444

Disability Law Service

www.dls.org.uk

Provides free legal advice to people with disabilities and their carers.
phone: 02077 919 800

Disability Rights Network

www.disabilityrightsuk.org

Various factsheets provided, including a 'making complaints' factsheet.
phone: 03309 950 400

Healthwatch

www.healthwatchyork.co.uk

Listens to views about local services to ensure these are taken into account when services are planned and delivered.
phone: 01904 621 133

Local Authority

www.york.gov.uk/ComplaintsAndFeedback

phone: 01904 554 145

Local Councillor or MP

www.parliament.uk/get-involved/contact-your-mp

Your MP or local councillor can sometimes help you to resolve an issue by offering help and advice. They can raise common issues that their constituents are facing with Central Government.

Local Government and Social Care Ombudsman

www.lgo.org.uk/adult-social-care

If you have gone through an organisation's own complaints processes and your issue is still not resolved, you can contact the Local Ombudsman.

phone: 03000 610 614

Older Citizens Advocacy York

www.oldercitizensadvocacyyork.org.uk

Supports people to speak up for themselves.

phone: 01904 676 200

York Advocacy

www.yorkadvocacy.org.uk/nhs-advocacy

Provides advocacy around NHS complaints, the Care Act and general advocacy.

phone: 01904 414 357

York University Law Clinic

www.york.ac.uk/law/clinic

Students can offer free legal advice- term time only.

York Carers Centre

(01904) 715490

enquiries@yorkcarerscentre.co.uk

www.yorkcarerscentre.co.uk