

Direct Payments: **Sheet 5**



How to complain



You can use your direct payment to pay a Personal Assistant or staff from a support agency.

This sheet is about how to complain if they do not look after you well.



If you are not happy with a service or agency:



- Start by talking to the manager
- If you are not happy with what they say, please contact the **Direct Payments Support Team.**



Their number is at the end of this sheet



If you are not happy with a Personal Assistant or someone else you pay to support you:



- Talk to the **Direct Payments Support Team** or the service that helped you choose your staff.



- You are an employer so you need to try to sort things out with your staff.



- There is information about this on the Skills for Care website:

www.skillsforcare.org.uk



If you think you or someone you know is being **abused** please contact the **Safeguarding Vulnerable Adults Team.**

Telephone: 0300 300 8122

How to contact the Direct Payments Team



Telephone: 0300 300 8341



Email:

directpayments@centralbedfordshire.gov.uk

