

An advocate will help you:

- Understand your rights to have complaints investigated
- Understand Reading Borough Council's complaints process
- Talk through what is important to you and your wellbeing
- Draft a complaint letter if you can't do this yourself
- Prepare for any meetings with the council about your complaint
- Take your complaint to the Local Government and Social Care Ombudsman as a final resort

You can request an advocate by:

Phoning:

0118 937 2295

Or

Emailing:

helpdesk@readingvoice.org.uk

Our office is open Monday-Friday 9am-4.30pm. Advocates may be available to visit you outside of these hours.

Reading Voice is run by the local charity Healthwatch Reading:



3rd Floor
Reading Central Library
Abbey Square
Reading RG1 3BQ

Charity number:
1151346



Reading Voice is delivered in partnership with local charities:



Reading Voice

Your local advice & advocacy hub



Social Care Complaints Advocacy

Helping Reading people resolve concerns about their care

If you are a 'self-funder', who doesn't get council funding for care, you will not be eligible for help from our advocates. However, you can ask the Local Government and Social Care Ombudsman to investigate any complaints about care you pay for yourself. Visit: <https://www.lgo.org.uk/>

If you have concerns about social care that Reading Borough Council has arranged for you, then we can help you through its complaints process. Our service is **free, independent and confidential** - we are not employed by the council.



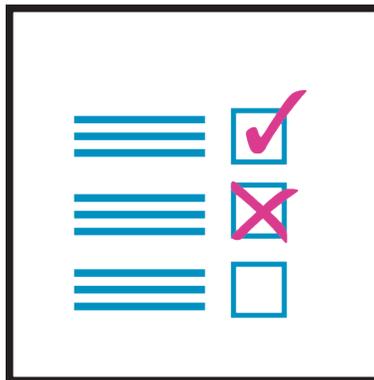
We can help you with your concerns about council-funded social care, such as:



How much care you receive, for things like home help with washing, dressing and medication



The quality of care you receive, if you are living in a care home



How assessments are carried out by social services about your needs

We can give you telephone or online self-help advice or allocate an advocate if you need support to understand your rights, have your say, and resolve your concerns.