

# Where to go if you have issues with care providers

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## **Age UK**

[www.ageuk.org.uk/information-advice/care/problems-with-care](http://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](http://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](http://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](http://www.disabilityrightsuk.org)

Various factsheets provided, including a 'making complaints' factsheet.

phone: 03309 950 400

## **Healthwatch**

[www.healthwatchyork.co.uk](http://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 (City of York Council)**

[www.york.gov.uk/ComplaintsAndFeedback](http://www.york.gov.uk/ComplaintsAndFeedback)

phone: 01904 554 145

### **Local Councillor or MP**

[www.parliament.uk/get-involved/contact-your-mp](http://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](http://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.oldercitizensadvocacyork.org.uk](http://www.oldercitizensadvocacyork.org.uk)

Supports people to speak up for themselves.

phone: 01904 676 200

### **York Advocacy**

<https://www.yorkadvocacy.org.uk/services/nhs-advocacy/>

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

phone: 01904 414 357

### **York Carers Centre**

(01904) 715490

[enquiries@yorkcarerscentre.co.uk](mailto:enquiries@yorkcarerscentre.co.uk)

[www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk)