

## Did you know?

Local councils must assess the social care and support needs of prisoners, and provide any required care.

Your social care needs should be treated the same as if you were in the community.

If you have a problem with social care support, the Local Government and Social Care Ombudsman may (LGSCO) be able to help.

## About the Local Government and Social Care Ombudsman

We are the final stage for complaints about council services and all adult social care providers.

We are a free service. We investigate complaints in a fair and independent way - we do not take sides.

You need to go through the whole council complaint process before complaining to us.

You can get someone to complain on your behalf, such as family member or an advocate.

If we uphold your complaint you might get an apology or a change in the way you receive a service from the council or care provider.

## Things you can complain about

Types of adult social care complaints we can look at include:

- > someone who needs social care but has not received a care assessment
- > someone who has received a care assessment and has a care plan but the council is not providing the support in their plan
- > someone who has been transferred to a different prison and is no longer receiving the care they need

There are other council issues that may affect prisoners which we can look at, including:

- > concerns about children who are in care or have council involvement
- > concerns about assessment of council housing applications before release

## Things the Ombudsman cannot help with

We investigate services provided by councils and care providers only – not other matters related to your stay in prison.

We will not consider a complaint until the council has had chance to respond first.

You should complain to us within a year of knowing the council did something wrong.

# Complaints about social care received in prison

## Local Government and Social Care Ombudsman

PO Box 4771  
Coventry  
CV4 0EH

Phone: 0300 061 0614

Web: [www.lgo.org.uk](http://www.lgo.org.uk)

Twitter: [@LGOmbudsman](https://twitter.com/LGOmbudsman)

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## How to complain to the Ombudsman

You can call us on **0300 061 0614**. The number is on your PINS list under 'LG and Social Care Ombudsman'. All calls are confidential and cannot be listened into by prison staff.

You can write to us at:

Local Government and Social Care  
Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Somebody can complain on your behalf, but we will need your written consent.