

Adult Social Care Complaints Process

Resolving complaints is built around 3 principles, listening, responding and improving.

Listening

We will listen to:

- What has happened?
- How you or your family have been affected
- What you want us to do to put things right

We will

- Ask you questions so we understand how you have been affected by what has happened
- Work with you to create a complaint resolution plan which will include how we will investigate your concerns
- Agree with you any timescales for response
- Acknowledge your complaint within 3 working days
- Keep in touch with you
- Act quickly
- Keep your information confidential

Your service will not be affected if you make a complaint. We will take all complaints seriously.

If you are not able to explain your problem yourself, ask a friend or relative to help you. There are also a number of organisations that are prepared to help you discuss your problem with Social Services. If you want information about advocacy services please contact Social Care Customer Services on 0191 4332692

Responding

When we receive your complaint we will look at the issues you have raised, we will consider:

- The severity of your complaint
- The impact it has had on you or your family
- How long it may take to investigate
- How best to respond to you

The investigating officer will contact you to talk about your complaint and what you want us to do to put things right. We will keep you informed of any delays.

Once the investigation is complete, we will reply to you in writing.

If you remain unhappy with the outcome of your complaint, you can contact the Local Government Ombudsman

Improving

Complaints are valuable feedback about the services we provide and how we can improve them.

We will use your comments, compliments, concerns and complaints to

- Find out what is working well
- Find out where there are areas needing improvement
- Help us to plan the way services could be delivered in future
- Provide us with information to review our services and procedures effectively

Are there any other ways to complain?

Yes. You can contact:

- Your local councillor
- Your MP
- A solicitor

- The Local Government Ombudsman
PO Box 4771, Coventry, CV4 0EH
LGO Advice Team: 0845 602 1983 or 024 7682 1960
Fax: 024 7682 0001
Text "Call Back" on 0762 480 4323
E-mail: advice@lgo.org.uk
Website: www.lgo.org.uk

The Ombudsman will expect you to have gone through the statutory complaint procedure first.