

## Large Print Comments, Compliments, Complaints Form Adult Services

### Help us improve services September 2013

This leaflet tells you how to make a comment, compliment or complaint about adult social care services.

#### **How to give a compliment or comment**

We welcome your comments about how we can improve our services. We would also like to hear from you if you wish to thank someone for a job well done. You can do either of these by using the feedback form at the end of this leaflet, or you can contact the **Customer Services and Complaints Manager** (contact details on page 3).

#### **When to complain**

Sometimes things go wrong. If you want to complain we will listen and do our best to put things right as quickly as possible. Complaints might be made about the department's actions, something we have failed to do or about the conduct of staff. We are here to listen so please talk to us. We will treat you fairly and with respect.

The process is the same for dealing with complaints about social care services and health services. The service is free, both from Adult Services and the Ombudsman.

#### **Complaining on behalf of others**

You can complain on behalf of a relative or friend who receives a service. If you complain on behalf of someone else; try to get their agreement. We will need to consider if it is appropriate for you to act on the person's behalf and may ask them to sign a consent form before we proceed. If we do not accept your complaint, we will explain why.

## **Independent Service Providers**

If you get a service that we commission from an independent provider (for example home care) you may use the provider's own procedure or ours to make a complaint. The organisation that provides your service should tell you how you can complain to them, and who to contact, but if you are not sure you can ask us.

You can use our complaint procedure if you prefer. When you contact us, we will ask you about your concerns and what you would like to happen to put things right. We need your permission to pass your concerns on to the manager of the organisation that provides your service.

We record complaints about Service Providers and share them with our Contracts Officers as part of our monitoring process

## **How to complain if you arrange your own care or use Direct Payments**

If you have problems with the care you get from a provider registered with the Care Quality Commission, you should contact the provider directly. If you are not satisfied with their response, you can contact the Local Government Ombudsman (LGO) – an independent body that can consider your complaint. Contact details for the LGO are on page 4.

If you use direct payments and are unhappy with your social care assessment, or any of our staff involved in your direct payments, contact your social worker or key worker, or the Customer Services and Complaints Manager.

## **Making your complaint**

Your complaint should be made within 12 months of the incident that resulted in your concerns.

Contact the member of staff you are already dealing with, their Manager or the Customer Services and Complaints Manager. Complaints can be made by any means; using the form with this leaflet, in writing, over the phone, by email or in person. The information you give us will only be shared with those who need to know.

When making your complaint; be clear about the issues you are raising and what you would like us to do to put things right. We will talk with you to agree a

plan of action with a realistic outcome. We can help you to find an advocate to support you with your complaint if you wish. We will acknowledge your complaint in writing or by phone within 3 working days of receiving it. There isn't a set timescale for a response. This flexibility gives us the opportunity to find the best way to deal with your complaint.

When your complaint has been looked into thoroughly, in line with the plan we agreed with you, you will get a response that will answer your complaint and tell you what action will be taken.

We hope to resolve your complaint to your satisfaction. If you are not happy with our response, or the way we have dealt with your complaint, you can contact the Local Government Ombudsman. You can contact their phone advice service if you are not sure whether or not to refer a complaint to them.

### **Contact Information**

#### **Customer Services and Complaints Manager**

Phone: 01702 215008 extension 4638

Email: [customerservicesofficer@southend.gov.uk](mailto:customerservicesofficer@southend.gov.uk)

Website: [www.southend.gov.uk](http://www.southend.gov.uk)

Write to: Department for People

PO Box 6

Civic Centre

Victoria Avenue

Southend-on-Sea

SS2 6ER

## **Local Government Ombudsman**

Phone: 0300 061 0614

Fax: 024 7682 0001

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

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

Write to: LGO Advice Team

PO Box 4771

Coventry CV4 0EH

## **Citizens Advice Bureau**

Phone: 0844 477 0808 Essex Advice Line

Website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Write to: The Citizens Advice Bureau

1 Church Road

Southend-on-Sea

SS1 2AL

## **Out of hours emergency service**

Contact the Southend Emergency Duty Service if there is a situation that cannot safely wait until the following working day. Phone: 01702 215008

**Please note this is not an out of hours complaints line.**

# Comment, Compliment and Complaint Form

I am making a  Comment  Compliment  Complaint

Your Name:	
Your Address:	
	Postcode:
Your Telephone Number:	
Email Address:	

**If you are contacting us on behalf of someone else, do you have their permission?**

Yes  No

Contact details for the person you are contacting us about:

Name:	
Address:	
	Postcode:
Telephone Number:	
Email Address:	

My compliment, comment or complaint:

What I would like to happen:

**You can add extra pages if you wish.**

## About you (Equalities Monitoring Form)

This section helps us to make sure our services are accessible to everyone. You do not have to answer these questions. The information in this section is used in monitoring the Comments, Complaints and Compliments process and to help improve the Council's services.

**Your sex:**  Female  Male

### Your age group:

16 - 24  25 - 34  35 - 44  45 - 54  55 - 64  
 65 - 74  75 - 84  85 or over  Prefer not to say

### If you are disabled, how would you describe your impairment?

Visual  Speech  Hearing  
 Learning  Mental health  Hidden  
 Mobility (wheelchair)  Mobility (non wheelchair)  Other

### How would you describe your ethnicity?

**White:**  British  Irish  Eastern European  Other

**Mixed:**  White & Black Caribbean  White & Asian  
 White & Black African  Other

### Asian or Asian British:

Indian  Pakistani  Bangladeshi  Other

### Black or Black British:

Caribbean  African  Other

**Chinese or other:**  Chinese  Other

### How would you describe your sexual orientation?

Heterosexual  Bisexual  Gay  Lesbian  Prefer not to say

### Which of these best describes your religion or belief?

Buddhist  Christian  Hindu  Jewish  
 Muslim  Sikh  Other  Prefer not to say