

Complaints, Comments and Compliments about Adult Social Care

How to make a complaint about adult social care services or thank them for their help

www.rbkc.gov.uk



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

**Good or bad your feedback is important to us.
Your experience counts and helps us improve
Adult Social Care for all.**

Tell us

We want to make it easy for you to make a complaint, comment or compliment about a service you receive, or on behalf of someone who is affected by it.

So let us know when we have got it right, as well as if you are unhappy with your service or a decision we have taken.

We are committed to providing you a high quality service. We think we get it right most of the time, but there may be times when things go wrong and you do not feel satisfied. If this happens, we want to hear about it so we can put things right. Your feedback is important to us, as what you say helps us to improve and develop our services to you.

Getting in touch

You can contact us by:

- Completing the four page pull-out feedback form and sending it to the freepost address. You do not need a stamp.
- Calling **0800 587 0072**
- Writing to
4th floor Town Hall Extension,
King Street, Hammersmith, London, W6 9JU
- Emailing
HSSCustomerCare@rbkc.gov.uk

Please contact us if you would like to meet face to face.

We produce annual reviews on our handling of complaints, comments and compliments. To see these please visit **www.peoplefirstinfo.org.uk** and search for 'complaints and feedback'.

What you can expect from the process

We will ensure that the service you receive is not affected. When you make a complaint, we will:

- go through the details of your comment or complaint and agree a reasonable date for response. This is usually **10 working days** unless the issues are complex
- provide you with support if you need help to make a comment or complaint
- explain the complaints process to you
- write to you within **three working days** to let you know who is handling your complaint
- take your comment or complaint seriously and make sure you receive a full and fair response
- let you know if we need more time and agree an alternative timescale with you
- advise and support you if your complaint is about another body acting on our behalf.

Please note that the usual time limit for making your complaint is 12 months from the date you became aware of the problem.

What if I remain unhappy?

If you remain unhappy with the outcome of your complaint, you can ask the Local Government Ombudsman to look into it. They can be contacted by:

- Calling **0300 061 0614**
- Writing to
The Local Government Ombudsman
PO Box 4771
Coventry, CV4 0EH
- Visiting **<http://www.lgo.org.uk/>**

Who can help me?

If you would like help to complain or provide feedback, the following are here to help you:

The Advocacy Project offers advocacy for older people in local communities including those with a mental health issue, dementia or a learning disability:

- Call 020 8969 3000
- Write to
73 St. Charles Square
London, W10 6EJ
- Visit <http://www.advocacyproject.org.uk/>
- Email info@advocacyproject.org.uk

POhWER offers advocacy for people with physical or sensory disability or long term illness for ages 18-65:

- Call 0300 456 2370
- Write to
PO Box 14043
Birmingham, B6 9BL
- Visit www.pohwer.net
- Email pohwer@pohwer.net

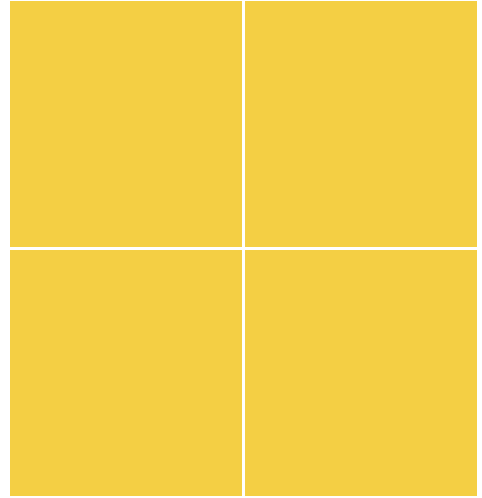
What if the complaint is not for us?

If your complaint concerns another agency (like the National Health Service or an independent provider), we will ask for your consent to pass your information to them to respond.

If your complaint is about the Council as well as another organisation, we will respond jointly with them to resolve your complaint as long as we have your consent.

You can complain to some services and agencies directly, for example a home care agency. This does not prevent you from complaining to the Council if you remain unhappy. You do not have to complain to the agency before coming to the Council but we do encourage you to do so.

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Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

Please return this section to:

Sensory impairment team

Town Hall, Hornton Street,
London W8 7NX

Telephone

social services:

020 7361 3013

Voicemail: 020 7361 2968

Minicom 020 7937 7232

Email:

sensoryteam@rbkc.gov.uk

Fax: 020 7361 2148

COMPLAINTS. SEPTEMBER 2015.

How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please complete the pull-out form inside or contact:

Customer Feedback Team

Adult Social Care,
Floor 4,
Hammersmith Town Hall Extension,
King Street, Hammersmith,
London W6 9JU

Telephone:

0800 587 0072

Email:

HSSCustomerCare@rbkc.gov.uk

For more information about our services and publications view them on

www.rbkc.gov.uk or

www.peoplefirstinfo.org.uk

or contact:

T: 020 7361 3013

E: socialservices@rbkc.gov.uk



www.peoplefirstinfo.org.uk

for a wide range of information about local activities and services to help you stay independent.



Please pull out this central four-page section,
then fill it in, stick together and post.
No need for a stamp.

Please remove this form from the flyer, fill it in and post back it to us.

Is this: a comment a complaint a compliment

Section One - Customer's details

Name:.....

Address:.....

.....

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.....

.....

Phone number:.....

Email address:.....

Section Two - Representative's details

(if you are not the service user)

Your name:.....

Your address:.....

Your phone number:.....

Your email address:.....

Your relationship with
the customer:.....

Section Three

Please tell us about your comment, complaint or compliment in detail. You can continue on a separate sheet.

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If you are making a complaint, please tell us what you would like to happen as a result of this.

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Lick and stick

Data Protection Notice

The personal information that you provide will be handled by the Council in accordance with the Data Protection Act 1998. It will be used for processing your complaint, praise and comments (your information will not be used for non-related purposes). The information may be shared with other Council departments and external parties.

I give my consent for the Council to process the above personal information, in accordance with the Data Protection Act.

Signed:

Date:

BUSINESS REPLY SERVICE
Licence No. RRZG-XZCU-CGAE

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Customer Feedback Team
Adult Social Care
4th Floor
Hammersmith Town Hall Extension
King Street
London
W6 9JU