

How to make a complaint about Adult Social Care services or thank them for their help

www.rbkc.gov.uk/asc



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
Adult Social Care, Customer Engagement Team,
Westminster City Hall, 64 Victoria Street,
London, SW1E 6QP
- Emailing **ASCCustomerEngagement@rbkc.gov.uk**

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

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 **ten 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 and Social Care Ombudsman to look into it. They can be contacted by:

- Calling **0300 061 0614**
- Writing to
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry, CV4 0EH
- Visiting 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 people in local communities with a mental health issue, dementia or a learning disability who are aged over 18:

- Call 020 8969 3000
- Write to
73 St. Charles Square London,
W10 6EJ
- Visit 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 and over:

- 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.

We are committed to providing you a high-quality service in line with the following principles;

Fairness

We encourage you to make comments or complain about adult social care without fear of penalty, and will treat you fairly with respect and integrity

Residents First

We will listen to, involve and communicate with you to ensure we can resolve any problem as quickly as possible

Valuing and encouraging all correspondence

We want to hear about your experiences – good and bad! We will use them as opportunities to improve the way we deliver services.

Accepting something went wrong

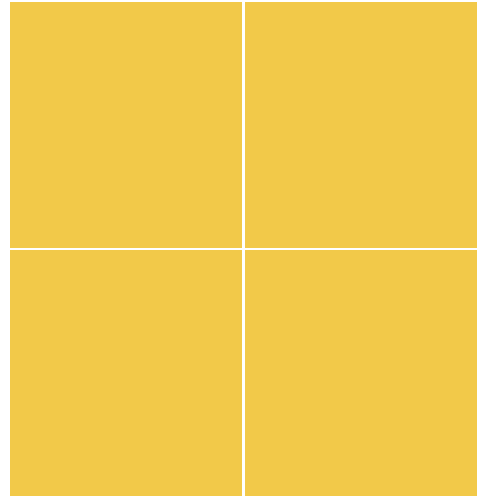
We take all complaints seriously. We will deal with them responsibly and take all necessary steps to fix problems.

One complaint, one response

We will provide clear, comprehensive and thorough responses to complaints about us, and organisations working on our behalf, or with us.

Clear signposting to independent redress

We will clearly advise you of the next steps if you remain unhappy with our response.



**Complaints,
Comments and
Compliments about
Adult Social Care**

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

Email:

sensoryteam@rbkc.gov.uk

Fax: 020 7361 2148

Complaints. December 2018.

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 contact:

Customer Feedback

Team Adult Social Care,
Customer Engagement
Team, Westminster City
Hall, 64 Victoria Street
SW1E 6QP Telephone:

0800 587 0072

Email:

ASCCustomerEngagment@rbkc.gov.uk

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

