



Comments

Compliments

Complaints

about adult social care and health  
**Easy read**

September 2016

# We want to know what you think about the services we provide.

## We want to know:



If you have an idea or suggestion about the services, you receive - This is called a **comment**.



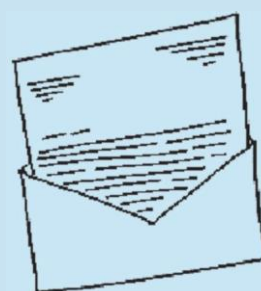
What's good about the service  
This is a **compliment**.



What's bad about the service  
This is a **complaint**.

You might like to tell us about an idea you have about making a service better.

This is called a **comment**.



You might like to tell us about something we did well.

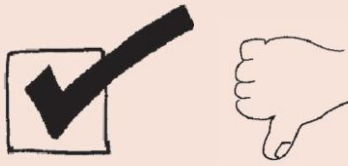
This is called a **compliment**.

This could be about a member of staff:

- who was very helpful?
- who listened carefully?
- who made you feel important?



# Complaints



You have the right to make a **complaint**.

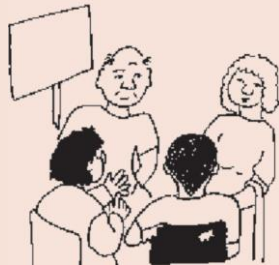


Tell us what is wrong, and we will try and put it right.

It's ok to **complain**.



We all learn from complaints and they can help us to improve the services that we provide to you.



If you complain, you will be helped and supported and will be treated fairly.

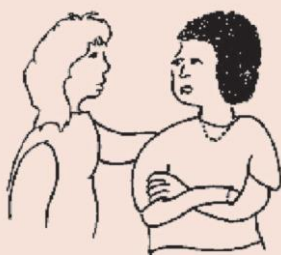


If you make a complaint it will be kept private.

## Your complaint may be about:



- Where you live



- The staff who help you



- Where you work



- Your carers or someone you live with

## You might want to complain if:



- You are not happy with the way things are run



- Someone has upset you, called you names or insulted you

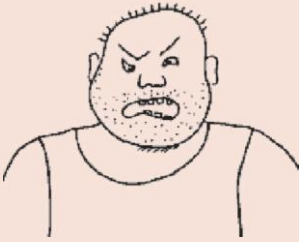


- Someone lets you down



- Someone offends you or is rude to you because of your culture

## You might want to complain if:



- Someone shouts and swears too much



- Someone tells your private information to other people

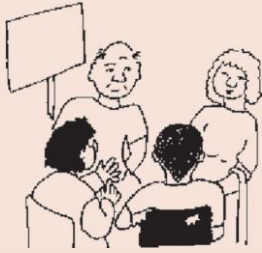


- Someone hits you



- Someone steals something from you

## What happens when you make a complaint?



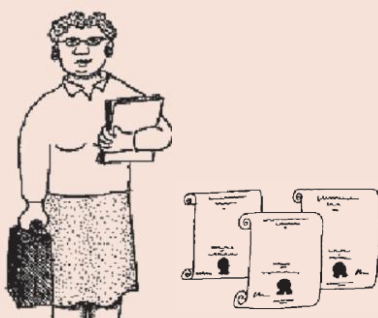
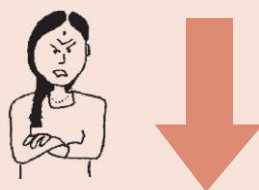
If we can sort out your complaint easily we will talk to the people involved and try to sort out the problem. We may want to talk to you about your complaint.



If your complaint is more difficult to sort out, we will look at your complaint more closely to try to solve the problem. Someone who does not take sides will help. They will talk to you in person about your complaint.



## What happens if you are not happy with the council's final decision?



If you are still not happy, a person called 'the Ombudsman' can help you.

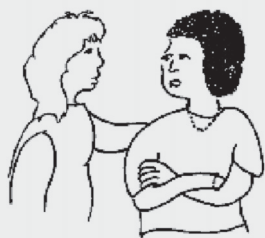


The Ombudsman is not from the council or health service. They will check what the council or health service have done.



They will check what the council or health service has done to try to put things right.

## If you want to make a **Comment**, **Compliment** or **Complaint** about council services:



You can talk to:

- your key worker
- the manager
- your social worker
- your friends
- your family
- your advocate.



- Or fill in the form at the back of this booklet



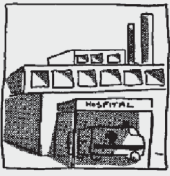
- You can speak to the Complaints and Information Manager by phoning **020 8359 4299**



- Or you can email: **[complaints.adults@barnet.gov.uk](mailto:complaints.adults@barnet.gov.uk)**



- Or you can write to:  
Complaints and Information Manager  
Adults and Health  
London Borough of Barnet  
2 Bristol Avenue  
Colindale  
NW9 4EW



If your **comment**, **compliment** or **complaint** is about what has happened in hospital, or about a doctor or nurse:



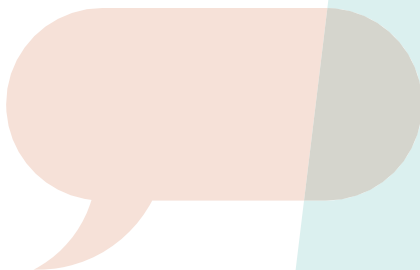
- You can talk to the NHS Complaints Advocacy Service by phoning **0300 330 5454**



- Or you can email: **[nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)**



- Write to:  
NHS Complaints Advocacy  
VoiceAbility  
United House  
North Road  
London N7 9DP



## Can I get help to make a **Comment**, **Compliment** or **Complaint**?

Barnet Citizens Advice Bureau can put you in touch with trained advocates from Advocacy in Barnet or Barnet Mencap who can help you to make complaints and follow them through, support you in speaking up for yourself and attend meetings with you.



**0300 456 8365**

## Keeping information safe



- We record some information about you in your file and on the computer.
- We will contact you if you we need more information about you.
- We only share personal information with others after asking your permission.
- You can ask your care worker about this if you want to know more.

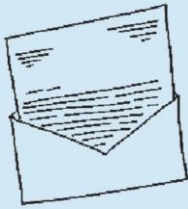


# Comment, Compliment or Complaint

## Form



I would like to make a: (please tick)



Comment



Compliment



Complaint

My name is



My address is



My telephone number is



I would like to  
tell you about

What would you  
like to happen?

Signed

Date

**Please post to:** Complaints and Information Manager  
Adults and Health  
London Borough of Barnet  
2 Bristol Avenue  
Colindale  
NW9 4EW



# Join the People Bank

Get involved and have your say



If you use adult social care services or care for someone who does, and you want to tell us what you think then being on the **People Bank** will make sure you have the chance to do this.

## What is the People Bank?



People bank is a database of contact details for people who have told us they would like to be involved in shaping social care services.

Being a member of People Bank means you will receive



- 'Your Voice' – our monthly newsletter



- Invitations to our Annual Engagement Summit

- Invitation to apply to be on our Involvement Board



- Invitation to join our working groups.

## To apply to become a member



Please complete the form on our website at [www.barnet.gov.uk/get-involved](http://www.barnet.gov.uk/get-involved) or contact the Engagement Team on

**020 8359 4712**



or email [engage.adults@barnet.gov.uk](mailto:engage.adults@barnet.gov.uk)

