

Comments

Compliments

Complaints

about
Adult Social Care

April 2014

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Introduction

We want to listen to your views about the services we provide to you. Your views matter to us. They help us to achieve the high standards we aim for.

This booklet tells you what to do if you would like to make:

1. A comment - to raise a concern or make a suggestion
2. A compliment - to thank a staff member or a service
3. A complaint - to tell us that you are unhappy with a service you have received or if you are unhappy about the way you have been treated.

We want to hear from you

COMMENTS,

Your views matter to us



We want to hear from you

The council believes that all residents and users of council services should:

- Receive the best possible services that are responsive and appropriate to their needs
- Be treated fairly with understanding and respect
- Receive clear information about the standards our services should meet
- Be able to obtain information and services easily
- Have the opportunity to take part in making services better.



We want to hear from you

If you have a comment, compliment or a complaint you can:

- Speak to your social worker or the manager of the service.

or

- Complete the form at the centre of this booklet, detach it and send it to:

The Complaints and Representations Manager
Adults and Communities
London Borough of Barnet
FREEPOST NAT 7414
London N20 0BR

or

- Contact the Complaints and Representations Manager on:

Tel 020 8359 4299
Fax 0870 889 5476
Email adultsocialcare@barnet.gov.uk
Website www.barnet.gov.uk/adults-complaints

Can I complain on behalf of someone else?

Yes, but we will need to be sure that the person agrees to you doing this.

Comments and Compliments

We aim to work in a way which takes account of your comments and compliments. These can affect the decisions we make about the services we provide. It helps to promote good practice and where you tell us good practice is occurring we can use the information to improve in other areas.

Compliments regarding individual staff members will be sent to their line manager and details will be recorded on file. It is helpful to let staff know when they have done a good job, as feedback from the people to whom they are providing a service is the most important feedback of all.

Complaints

Our approach to your complaints:

- Your views matter
- All complaints or concerns will be thoroughly and fairly investigated
- If we are at fault we will put things right
- It is your right to complain
- No one will be treated less favourably because they make a complaint.

Complaints

All complaints are important to us and we will investigate and address them as quickly as we can. Our response will be proportionate to the nature of your complaint. If we cannot resolve it locally then the most serious and complex complaints will be independently investigated before we give a final response.

Abuse or ill treatment

If your complaint is about abuse or ill treatment, please call Social Care Direct on:

Tel 020 8359 5000 or

Email socialcaredirect@barnet.gov.uk

If the person is in immediate danger, please contact the police or call an ambulance (999).

Complaints

Comments, compliments and complaints about Adult Social Care

Compliments

Comments

Complaints

Please complete the
form in black ink

Adult Social Services

Name

Mr/Mrs/Ms

Address

Postcode

Telephone

Email

Date

I would like to make a: (please tick one box)

Comment

Compliment

Complaint

Equal opportunities monitoring

Barnet Council is committed to provide services fairly and without discrimination for all our customers. You are asked to provide the following information to help us monitor who in our community is using our comments, compliments and complaints procedure. We do this by storing information on a computer, but you are under no obligation to provide the information. The information will be treated in the strictest confidence.

What is your ethnic group? (please tick one box in each section)

Asian or Asian British: Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British: Pakistani	<input type="checkbox"/>	Mixed: White and Black Caribbean	<input type="checkbox"/>
Asian or Asian British: Bangladeshi	<input type="checkbox"/>	Mixed: White and Black African	<input type="checkbox"/>
Asian or Asian British: Other	<input type="checkbox"/>	Mixed: White and Asian	<input type="checkbox"/>
Black or Black British: Caribbean	<input type="checkbox"/>	Mixed: Other	<input type="checkbox"/>
Black or Black British: African	<input type="checkbox"/>	White: British	<input type="checkbox"/>
Black or Black British: Other	<input type="checkbox"/>	White: Irish	<input type="checkbox"/>
		White: Other	<input type="checkbox"/>
		Refusal	<input type="checkbox"/>
		Other Ethnic Group	<input type="checkbox"/>

If other, please specify:

Gender Male Female

Disability Do you consider yourself to be a disabled person?
Yes No

Please return your completed form to
The Complaints and Representations Manager,
Adults and Communities, London Borough of Barnet,
FREEPOST NAT 7414, London N20 0BR

Straightforward complaints

We aim to acknowledge all complaints within 3 working days of the complaint being received by the council, and will offer a discussion with a named manager within 5 working days. The way the complaint will be investigated and how long it is likely to take will be discussed.

We aim to respond to more straightforward complaints within 20 working days from the date the complaint was received by the council (if possible, within 10 working days). You will be invited to comment on our response and if there is disagreement, a meeting will be offered with a manager and the Complaints and Representations Manager in an attempt to resolve your concerns. A final decision on your complaint will then be sent to you.

Compliments

Comments

Complaints

Serious and/or complex complaints

If your complaint is especially serious and/or complex we will arrange an independent investigation. (This will be by an external person or a senior manager in the council.)

We aim for you to receive a provisional response to your complaint, with a copy of the investigator's report within 25 working days of the complaint being agreed. We will keep you informed if it appears that it will take longer than this.

You will be invited to comment on our response and if there is disagreement, a meeting will be arranged to discuss your concerns with a senior manager and the Complaints and Representations Manager. A final decision on your complaint will then be sent to you.



Complaints

Local Government Ombudsman

If you are unhappy with the council's final decision on your complaint you can contact:

The Local Government Ombudsman, LGO Advice Team

PO Box 4771, Coventry CV4 0EH

Tel 0300 061 0614

Fax 024 7682 0001

Email advice@lgo.org.uk

Advocacy - Getting help to make a complaint

If you want you can ask an advocate (representative) to help you.

An advocate can be anyone. They can be a relative, friend or neighbour and can come with you to meetings about your complaint.

If you need help to find someone who can support you to make your comment, compliment or complaint, you can contact Barnet Centre for Independent Living.

Barnet Centre for Independent Living is an independent organisation run by and for people with a range of different disabilities. They have trained advocates who can:

- Talk to you about a problem and help you plan what you want to say
- Support you in speaking up for yourself or say what you want for you
- Attend meetings with you
- Help make sure that people listen to what you are saying
- Enable you to make complaints and also follow them through
- Ensure you can access all the services you are entitled to

Barnet Centre for Independent Living also work in partnership with a number of other independent voluntary organisations in the borough, so will make sure that you get the right advocacy support for your needs.

Barnet Centre for Independent Living)

The Concourse, Grahame Park, Colindale,
London NW9 5UX

Tel 020 8359 6450

Email info@barnetcil.org.uk

Website www.barnetcil.org.uk

Services that the council has arranged for you from a service provider

Many of the services that Barnet Council arrange are not run by the council. These include home care, care homes and day centres.

If you want to make a comment, compliment or complaint about these services we encourage you to tell the service provider directly.

We understand that some people are worried about sharing concerns and complaints with providers and may worry about the possible effects. In these cases you can contact us.

What we will do if you contact us

If you want us to support you in your complaint to a provider, we will write to you to confirm that we have received the information you have sent us. We will also ask for your permission to contact the provider on your behalf. We will ask the provider to investigate and to respond to us in relation to your complaint. When we receive their response we will forward it to you. We require all our providers to have clear complaints procedures.

We are responsible for making sure that providers meet the contractual standards that we have set with them.

If anything you have said tells us that the provider may not be meeting those standards, we will take further action.

If we find evidence that the provider has not met our standards we will tell them what they must do to put things right.

The Care Quality Commission (CQC)

The Care Quality Commission are responsible for the inspection and registration of the following services:

- Care homes, including care homes with nursing care
- Domiciliary care agencies
- Independent health care establishments
- Adult Placement Schemes

We may involve the Care Quality Commission with your permission if your complaint is about any of the services listed above. You can contact the Care Quality Commission yourself if you wish.

The Care Quality Commission, St Nicholas Building,
St Nicholas Street, Newcastle upon Tyne NE1 1NB
Tel 03000 616161
Email enquiries.london@cqc.org.uk

Complaints involving other organisations

If a complaint includes some matters that are the responsibility of another organisation we will agree with them how to co-ordinate the handling of the complaint and the response.

If your complaint involves an NHS organisation, we will always work with them to resolve it. We will tell you when we do this.

If your complaint does not relate to a service provided by the council, we will ask you if we can pass it on to the appropriate organisation.

Where to go for more information

For further information about the Adults and Communities complaints procedure, please contact the Complaints and Representations Manager:

Tel 020 8359 4299

Fax 0870 889 5476

Typetalk 18002 020 8359 4299

Email adultsocialcare@barnet.gov.uk

Write to The Complaints and Representations Manager,
Adults and Communities
London Borough of Barnet
FREEPOST NAT 7414
London N20 0BR

Access to Records

Under the Data Protection Act 1998 you are entitled to know what personal information Adults Communities holds about you, what the information is used for, and who this information is shared with. If you would like to access your personal records, please ask your social worker or the Complaints and Representations Manager.

We want to hear from you

COMMENTS,

Your views matter to us



This booklet is available on audio tape, CD, large print, Braille or alternative language.

To request your preferred format, please contact the **Communications Officer for Adults and Communities**

020 8359 7150 or email **adultsocialcare@barnet.gov.uk**

Information about the complaints procedure can also be found on the Barnet Council website.

www.barnet.gov.uk/adults-complaints