

**Comments**

**Compliments**

**Complaints**

**Easy read**

CCCer/0210

# 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**.

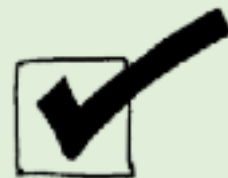


You might like to tell us about something we did well.

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, everyone 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?



### **Straightforward complaints**

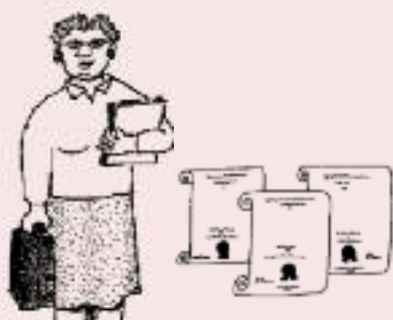
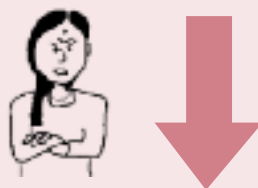
If we can sort out your complaint easily we will talk to the people involved and try to sort out the problem. We call this a straightforward complaint. We may ask you to come and see us to talk about your complaint.



### **Serious or complicated complaints**

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

## What happens if you are still not happy?



Then, 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 representations manager by phoning **020 8359 4299**
- 
- Or you can write to:  
Complaints and Representations  
Manager  
Adult Social Services  
London Borough of Barnet  
FREEPOST NAT 7414  
London N20 0BR  
  
(you do not need a stamp)



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



You can talk to the Patients Advice and Liaison Service (PALS) by phoning **020 8937 7173**



Or you can email:  
**pals@barnet.nhs.uk**



Or you can write to:  
Patients Advice and Liaison Service  
Edgware Hospital  
Burnt Oak Broadway  
Edgware HA8 0AD

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

The following local organisations can help you to make a complaint. They are not connected to the council and will give you support and advice.

Advocacy in Barnet	Tel	020 8201 3415
	Email	admin@advocacyinbarnet.org.uk

Barnet People's Choice	Tel	020 8905 4112
	Email	info@barnetpc.org.uk

Disability Action in the Borough of Barnet (DabB)	Tel	020 8446 6935
	Email	info@dabb.org.uk
	Website	www.dabb.org.uk




- 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



Blank rounded rectangular input field for name.

My address is



Large blank rounded rectangular input field for address.

My telephone number is



Blank rounded rectangular input field for telephone number.

I would like to  
tell you about

What would you  
like to happen?

Signed

Date

**Please post to:** Complaints and Representations Manager  
Adult Social Services  
London Borough of Barnet  
FREEPOST NAT 7414  
London N20 0BR

**You do not need a stamp**

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

To request your preferred format, please contact the **Information Officer for Adult Social Services on 020 8359 4579 or email [adultsocialservices@barnet.gov.uk](mailto:adultsocialservices@barnet.gov.uk).**

Information about the complaints procedure can also be found on the Barnet Council website – [www.barnet.gov.uk](http://www.barnet.gov.uk)

