



Comments

Compliments

Complaints

**about
adult social care**

September 2016

Our commitments to you

- 1** We will provide you with information and advice about staying independent and how to plan for future care and support needs.
- 2** We will work with you to enable you and your family to maintain your independence.
- 3** You have the right to control your own care and support. Adult social care will aim to join up services, whoever provides them, around your eligible needs.
- 4** We recognise family carers as partners in care and will support you to continue in your caring role.
- 5** We will respond quickly to keep you safe from harm if we receive concerns.
- 6** Your Personal Budget is based on your eligible needs and will only change as your needs change.
- 7** Your financial contributions towards meeting the costs of care will always be based on your ability to pay with a clear breakdown of how your contribution has been calculated.
- 8** Our staff will be professional in their approach, appropriately trained and caring.

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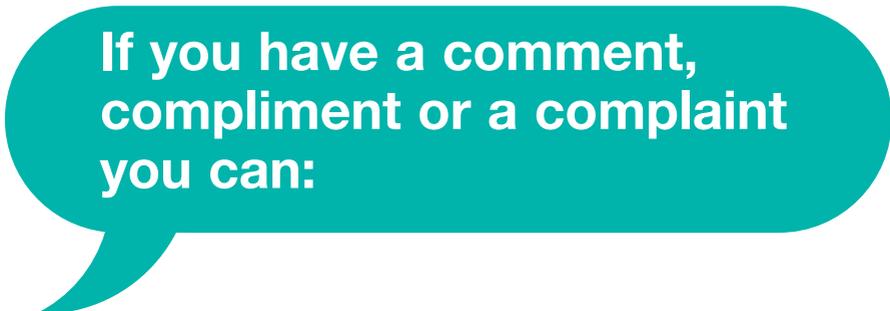
Introduction

We welcome your feedback - good or bad - about your experience of adult social care as this helps us to keep improving services.

Your compliments and complaints matter to us. They help us 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.



**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:

Complaints and Information Manager
Adults and Communities
Barnet Council
Barnet House, 1255 High Road
London N20 0EJ

or

- Contact the **Complaints and Information Manager** on:

Tel 020 8359 4299

Email complaints.adults@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.

Please email your compliments to **complaints.adults@barnet.gov.uk** or phone **020 8359 4299**.

Complaints

Our approach to your complaints:

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

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).

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, **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.

Trained advocates 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 Citizens Advice Bureau

Tel 0300 456 8365

Web www.barnetcab.org.uk

Form

Tell us about your comment, compliment or complaint about adult social care

Please complete the form in **black** ink

Name
Mr/Mrs/Ms
Address
Postcode
Telephone
Mobile
Email
Today's date
I would like to make a: (please tick one box) Comment <input type="checkbox"/> Compliment <input type="checkbox"/> Complaint <input type="checkbox"/>
Please tick one box: I am the complainant <input type="checkbox"/> I represent someone else <input type="checkbox"/> I wish to remain anonymous <input type="checkbox"/>
Is your comment, compliment or complaint about a service you receive from a support or care provider Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you previously contacted us about this issue? Yes <input type="checkbox"/> No <input type="checkbox"/>
Name/s of any officers involved (if any)

Form

Desired outcome

Data Protection Act 1998

Please be assured that all the answers you provide will be treated in the strictest confidence and will be stored securely. All information will be stored in accordance with our responsibilities under the Data Protection Act 1998.

Disability

The Equality Act 2010 defines disability as ‘a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities’.

In this definition, long- term means more than 12 months and would cover long-term illness such as cancer and HIV or mental health conditions.

Do you consider yourself to be a disabled person?

Yes No

Form

Equal opportunities monitoring

To assist us in complying with our duty under the Equality Act 2010 we are asking you some personal questions. Please provide us with 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.

White	<input type="checkbox"/>	Indian	<input type="checkbox"/>
British	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Gypsy or Irish Traveller	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Any other White background		Any other Asian background	<input type="checkbox"/>
<hr/>		<hr/>	
White and Black Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>
White and Black African	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>	Any other Black / African / Caribbean background	<input type="checkbox"/>
Any other Mixed / Multiple ethnic background	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
<hr/>		Other	<input type="checkbox"/>
Arab	<input type="checkbox"/>		
Any other ethnic group	<input type="checkbox"/>		

Gender Male Female Prefer not to say

Please send your completed form to:

Complaints and Information Manager

Adults and Communities

Barnet House, 1255 High Road

London, N20 0EJ

Managing your complaint

We will acknowledge your complaint no later than 3 working days after we have received it. We will contact you to understand the issues or concerns raised.

All new complaints will be assessed in relation to their seriousness and how likely the issue is to recur, so that appropriate and proportionate action can be taken in response. We will agree with you a suitable time to respond to your complaint. We aim to respond to most complaints within 20 working days.

If you are dissatisfied with the outcome of your complaint, please let us know within 20 working days. We will contact you to discuss options available to seek a resolution, which include:

- obtaining a second opinion
- meeting to discuss matters
- arranging for mediation or an independent investigation.

Local Government Ombudsman

If we have not been able to resolve your issues for you and you remain dissatisfied at the end of our complaints process, then you may appeal directly to the Local Government Ombudsman (LGO).

The LGO provides a free, independent and impartial complaints service for people who use social care services, whether they fund and arrange their own care or they receive funding from their local council.

The Local Government Ombudsman

PO Box 4771, Coventry CV4 0EH

Tel 0300 061 0614

Email advice@lgo.org.uk

Website www.lgo.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.

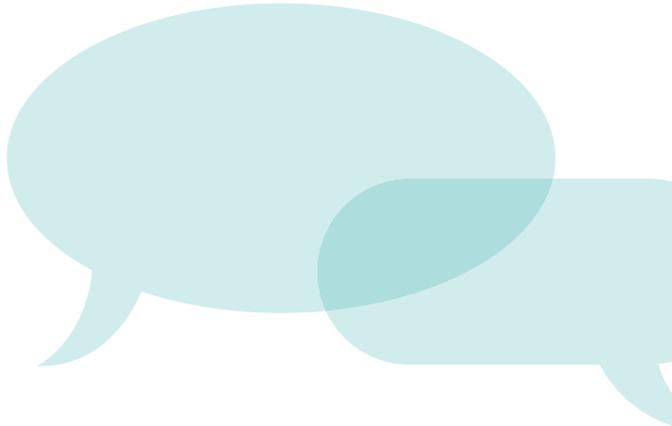
What we will do if you contact us

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.

Care Quality Commission (CQC)

151 Buckingham Palace Road

London SW1W 9SZ

Tel 03000 616161

Email enquiries@cqc.org.uk

Web www.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 Information Manager:**

Tel **020 8359 4299**

Email **complaints.adults@barnet.gov.uk**

Write to

The Complaints and Information Manager

Adults and Communities

Barnet Council

Barnet House

1255 High Road

London N20 0EJ

Access to Records

Under the Data Protection Act 1998 you are entitled to know what personal information Adults and 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 care professional.

Join our 'People Bank'

If you use adult social care services, or care for someone who does and you want to be more involved in shaping the way these services are delivered then join our **People Bank**.

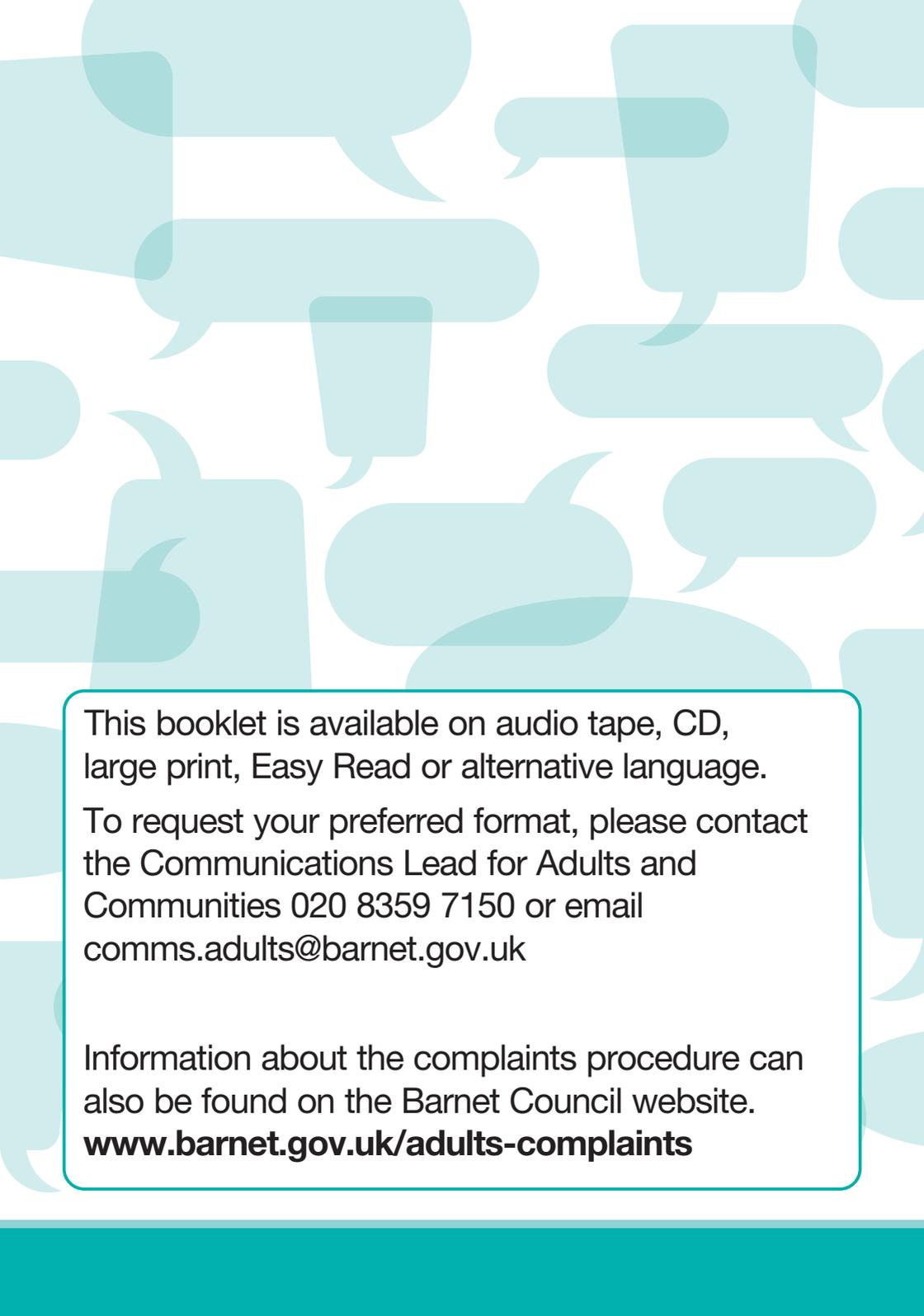
People Bank is a database of people who have said that they would like to be involved in telling us their views to help shape adult social care services in the future.

Joining People Bank means you will receive:

- Monthly Newsletter telling you about ways to get involved with Adults and Communities and the wider community
- Invitations to the Annual Summit event to help decide what areas you want to have your say on and make changes to over the next year
- Opportunity to represent the community as a resident representative on our Involvement Board
- Opportunities to join working groups to shape the future of health and social care in areas that are most important to you.

You can be involved as much as you are able to and take part in the subjects that are of most interest to you

To apply to become a member, please complete the form on our website at **www.barnet.gov.uk/get-involved** or contact the Engagement Team, Adults and Communities on **020 8359 4712** or email **engage.adults@barnet.gov.uk**



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

To request your preferred format, please contact the Communications Lead for Adults and Communities 020 8359 7150 or email comms.adults@barnet.gov.uk

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

www.barnet.gov.uk/adults-complaints