



Make your experience count
Adult Social Care complaints,
comments and compliments

**Barking &
Dagenham**



Social care complaints, comments, and compliments



By post

Adult Social Care Complaints and Information
Town Hall
1 Town Square
Barking IG11 7LU



By phone

020 8227 2323



By email

adultsocialcarecomplaints@lbbd.gov.uk



We want to hear your views

We aim to provide services of the highest standard. To achieve this, we want to involve you and listen to your views. We welcome compliments, suggestions and complaints so we can learn from these and improve local services.



Your right to complain and give us feedback

Adult and Community Services is a large department providing a wide range of care and support services. We accept that things can go wrong. If you are not happy about the way you have been treated, you have a right to complain. Things can also go very well, so if you are happy about the services and support you have received from us we also want to hear from you.



You will not be victimised

If you make a complaint, we will not hold this against you or refuse to give you services that you would otherwise have received.



How to complain

Please talk to the person who is providing the service first, or their manager, and tell them that you want to make a complaint. Most complaints can be sorted out 'on the spot'.

If you do not want to talk to the provider of the service or their manager, or you do not feel that you can, you can contact the complaints team at anytime. All complaints are registered with the Adult and Community Services Complaints and information Team. Our contact number is **020 8227 2323**. Complaints are accepted in any style and do not have to be in writing for the majority of situations.

We aim to deal with complaints by acknowledging your concerns within 3 working days and responding to you overall within 20 working days. We will send you a letter confirming this.

This first letter will be called the 'Acknowledgement letter'. This letter will detail the concerns you have raised and the time frame we are working to. The person allocated to carry out the investigation will then send you a letter with their findings and outcomes and or actions to be taken. This letter is called the 'complaint investigation response'. It will also detail the action we have now taken and any learning we have gathered from your experience. We acknowledge that on occasion agreeing an outcome that is acceptable to you may not be possible for a number of reasons. We will always work hard to reach an outcome that is fair.



Complaints about other organisations who provide social care

If you want to make a complaint about a service you receive from a care and support organisation that is not the council (for example, a homecare agency or an organisation running a care home), please raise it with them directly in the first instance. If you are dissatisfied with their response, you can raise this with the council using the contact details in this leaflet.



Can I take my complaint further?

If you are still not satisfied, you can contact the Local Government Ombudsman. The Ombudsman is independent and provides a free and confidential service. You can get a leaflet on the Ombudsman from our offices, or you can contact the Ombudsman directly at:

**PO Box 4771
Coventry CV4 0EH
Phone: 0300 061 0614
Monday to Friday - 8.30am to 5pm
www.lgo.org.uk**

Please note that although you have the right to approach the LGO at any time, The Ombudsman will normally only get involved once you have gone through our complaints procedure.



Help in making a complaint

Please let the local worker or manager know if you need an advocate, translation or interpreting services, or if you would like this information in large print or on audio tape, Braille or any other style, please call the Adult and Community Services Complaint and Investigations team on **020 8227 2323**.



Care standards

The Care Quality Commission (CQC) is responsible for registering and inspecting health and social care services in England. It has other important roles, including:

- helping to raise standards across the country;
- reporting to the Government on the quality of services; and
- helping people by giving them clear information about social care services and complaints.

We work closely with the CQC to tell them about any complaints and concerns raised about care standards. You can contact them at:

**CQC Customer Service Centre
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA**

CQC Helpline Phone: **03000 616161**
E-mail: **enquiries@cqc.org.uk**
www.cqc.org.uk

If your complaint is about one of our partnership agencies in health, mental health or social care services, you can still use this form. We will send your complaint to the relevant organisation and give you their details. If your complaint is dual in topic i.e. it covers both health and social care concerns we will do our best to work towards a joint response. Either way, we will tell you how your complaint is going to be managed and by whom.

Customer contact form

Please fill in your details below

1 Are you making a complaint on behalf of someone else? (if 'no', please go to box 4)

No Yes

2 If 'yes', what are your contact details?

Name: _____
Address: _____

Phone: _____
Email: _____

3 If 'yes', does the person know you are complaining on their behalf?

No Yes

4 Please give the name, address and phone number of the person who receives the service

Name: _____
Address: _____

Phone: _____
Email: _____

Are you making a:

Complaint? Compliment?
Comment? Request for a service?

Please give details below of your complaint, compliment or comment (continued on next page)

Form area with horizontal dashed lines for text entry.

When you have filled in this form, post it to:

**Adult and Community Services Complaints and Information Team,
Room 218, Town Hall, 1 Town Square, Barking IG11 7LU**

Phone: **020 8227 2323**
E-mail: **adultsocialcarecomplaints@lbbd.gov.uk**



About you

It is important to us to provide excellent services to everyone. Asking questions about you helps us to know who is using our services. We can then use the information to help make improvements allowing equal access to everyone. Any information given will be kept confidential and retained in accordance with data protection legislation. Please select the boxes that best describe you.

1. Please indicate which age group you fall in to.

Under 20	20 - 39	40 - 59
60 - 65	66 - 75	76+

2. What is your gender?

Male Female

Do you identify, or have identified as Transgender?

Yes No

3. What is your ethnic group?

A. White

English/Welsh/Scottish/Northern Irish/British
Irish
Gypsy or Irish Traveller
Any other White background, please write in

B. Mixed/multiple ethnic groups

White and Black Caribbean
White and Black African
White and Asian
Any other mixed/multiple ethnic background, please write in

C. Asian/Asian British

Indian
Pakistani
Bangladeshi
Chinese
Any other Asian background, please write in

D. Black/African/Caribbean/Black British

African
Caribbean
Any other Black/African/Caribbean/Black British background, please write in

E. Other ethnic group

Arab
Any other ethnic group, please write in

4. Do you consider yourself disabled?

Yes No

If yes, please specify your disability

Visual impairment
Speech impairment
Hearing impairment
Wheelchair user
Mental health issues
Restricted mobility
Learning difficulty
Other impairment, please write in

5. What is your religion?

Please tick one box only.

No religion
Christian (including Church of England,
Catholic, Protestant and all other
Christian denominations)
Buddhist
Hindu
Jewish
Muslim
Sikh
Any other religion, please write in

6. What is your sexual orientation?

Heterosexual ('straight')
Gay man
Lesbian
Biesexual
Other (please specify) _____
