

Large print

Tell us what you think

**Complaints, comments, concerns
and compliments about adult social
care in Hampshire**

March 2019



Hampshire
County Council

www.hants.gov.uk/adultsocialcare

Tell us what you think

Complaints, comments, concerns and compliments about adult social care in Hampshire

Contact details

You can contact us in the following ways:

Post: You can write a letter or fill in the form at the middle of this leaflet, and send it to the Information and Complaints Team at the address below.

Adults' Health and Care
3rd Floor, Elizabeth II Court West
Hampshire County Council
The Castle
Winchester
SO23 8UQ

Telephone: You can also phone Adults' Health and Care on 0300 555 1386.

Minicom/Typetalk: 0300 555 1390

Email: adultservices.complaints@hants.gov.uk

Website: www.hants.gov.uk/customer-care

Complaints

Complaining can seem difficult, and some people worry that it might make matters worse, but by telling us, you can help us to help you.

Although it may not always be possible to provide everything you want, by knowing about your complaints we can work together to try and put things right.

It is important that you let us know of your complaint as soon as it arises so it can be dealt with promptly. We may not be able to consider complaints made after one year of the event that gives reason for the complaint.

Compliments

If you are happy with any part of the service you receive, then please tell us. Our staff can't accept gifts, but if you want to recognise their work or to say thank you, then you can write to us, fill in the form at the middle of the leaflet, or tell a member of staff, and we will record your views, and pass them on to the people involved.

Comments and concerns

If you have any concerns over any aspect of our services, or you wish to make any comments or suggestions on how we can improve, then please use the form at the middle of this leaflet.

What you can expect from Adult Services

Our approach is about listening, responding and improving. By listening to your experiences, we can resolve mistakes faster, learn new ways to improve, and hopefully prevent the same problems from happening in the future.

- We will treat you with respect and dignity*.
- We will take your concerns seriously.
- We will always try to sort out your concerns as quickly as possible.
- We will make sure that you have adequate support.

* We expect the same levels of respect and dignity to be shown towards our staff. The Council will not tolerate abusive or threatening behaviour against any member of our staff and should this be encountered, serious consideration will be given to limiting the contact received from that person(s). If telephone calls contain any abusive or, threatening behaviour our staff are expected to terminate them after advising you of this fact.

What we can learn from your feedback

By listening to people about their experiences, we can resolve mistakes faster, and can learn or develop new ways to make improvements to our services.

Making a complaint

If you are unhappy about something or want to complain, speak to someone as soon as you can – there might be something that can be done straightaway to sort it out.

Frequently asked questions

1 Who can make a complaint, comment, or compliment, or lodge a concern?

Any adult who:

- is already receiving support
- we have a duty to provide support to
- might need support; or
- is making the complaint on your behalf, for example a carer, relative or representative.

2 What if I need help to make a complaint, comment or compliment, or lodge a concern?

If you need help with your complaint please contact us, and we can help you find an advocacy service (someone who will act on your behalf).

3 How can I complain about a registered care home or independent provider?

First of all, ask the provider of the service for a copy of their own complaints procedure and use this. If you have tried or do not want to approach the independent

provider directly, please contact us and we will see if we can help.

If you are paying for your own care you can contact the Local Government Ombudsman (see following page).

The Care Quality Commission regulates and inspects these services.

Their contact details are:

The Care Quality Commission (CQC)
City Gate
Gallow Gate
Newcastle-upon-Tyne
NE1 4PA

Telephone: 03000 61 61 61

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

4 What happens if I am not satisfied with the manager's response to my complaint?

If you are not happy with the manager's response to your complaint, you should contact the Information and Complaints Team straightaway. We will discuss why you are still dissatisfied and what else you think should be done to put things right.

We will write to explain what further action, if any, we can take to resolve your complaint. If your complaint is very complex, we may decide that it should be further investigated.

If you are not satisfied with the final decision, or the way we have dealt with your complaint, you may contact the Local Government Ombudsman directly.

You can also contact the Local Government Ombudsman at any time. Their contact details are:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone: 0300 061 0614

Website: www.lgo.org.uk



You can fill in the details of your complaint, comment, compliment or concern on the following four pages and send it back to us.

Confidential

Your complaint, comment, concern or compliment

Your name

Your address

Postcode

Email address

Daytime telephone number

How would you like us to get back to you? (optional)

By email By telephone By letter

The General Data Protection Regulation (GDPR) and the Data Protection Act 2018

We will only process your personal data in order to respond to your complaint, comment, concern or compliment.

Are you completing this form on behalf of someone else?

Yes / No

Person's full name

Person's address

Postcode

Person's telephone number

Person's relationship to you

Is this person aware that you are making a complaint, comment or compliment, or lodging a concern on their behalf?

Yes / No

Which service is your complaint, comment or compliment about? (*eg assessment, day care*)

Address or location of the service (*eg local office, day care provider*)

Postcode

Details of your complaint, comment, concern or compliment
(*Please attach a separate piece of paper if needed*)

Details (continued)

What is the outcome that you would like?

About you (optional)

To help us monitor the accessibility of our services, we ask you to provide the following information about yourself. This will not affect the way your complaint will be dealt with.

Ethnic group (please tick)

White

British Irish Other

Mixed

White and Black Caribbean White and Black African

White and Asian Other

Asian or Asian British

Caribbean African Other

Chinese

Other ethnic group

Gender

Male Female

How old are you? Years

Do you consider yourself to be disabled? Yes / No

The General Data Protection Regulation (GDPR) and the Data Protection Act 2018: We will only use the information provided on this page for administrative and statistical purposes.