



**COMPLAINTS, SUGGESTIONS
AND COMPLIMENTS**



Adult Social Care
Choice, Control, Independence

This information is available in other languages and formats - Please contact: 01752 308686

هذه المعلومات متوفرة بلغات و أشكال أخرى – الرجاء الإتصال:
01752 308686

此資料報告備有多種語言和版式-請聯絡: 01752 308686

Tyto informace jsou k dispozici v jiných jazycích i formátech. Kontaktujte, prosím: 01752 308686

این اطلاعات به زبانها و اشکال دیگر نیز قابل دسترسی می باشند. لطفا با این
تلفن تماس حاصل نمائید: 01752 308686

Ces renseignements sont disponibles dans d'autres langues et formats – Veuillez contacter : 01752 308686

یہ م زانیاریاتہ ہہ ن بہ زمانہ کانی تریش و شیوازی دیکہ منکایہ بہ یوہ ندی بکہ
بہ: 01752 308686

Ta informacja może być dostępna w innych językach i formatach. Proszę kontaktować numer telefonu:
01752 308686

A informação aqui apresentada esta disponivel noutras linguas e formatos, por favor contacte: 01752 308686

Эта информация доступна на других языках и форматах – Пожалуйста свяжитесь с: 01752 308686

Bu bilgi başka yabancı dil ve formlarda mevcuttur - Bu numarayı arayın: 01752 308686

Adult Social Care Complaints Procedure

We believe everyone has a right to express their views and make complaints, suggestions or compliments about the services we provide.

We see your feedback as a way of improving the quality and effectiveness of our services, so we're always ready to listen.

We aim to ensure that most things that you are concerned about can be settled easily and quickly by discussing the problem with the person you normally see from Adult Social Care but if you would like to speak to someone different, you can contact our Customer Relations Team who will:

- Value your comments and suggestions for improving services
- Treat your comments confidentially
- Treat you fairly (what you say will not affect the service you receive)
- Do all we can to meet the needs of everyone who uses Adult Social Care services

The new complaints regulations introduced in April 2009 mean we can be more flexible and responsive to the specific needs of individuals, complete complaints more quickly and handle complaints that cross both NHS and Adult Social Care boundaries.

This will make it much easier for people to share their experiences and for us to respond and make sure that these experiences contribute to improving services.

Listening

When a complaint is first made to us we will:

- Provide information about Advocacy services available in Plymouth
- Acknowledge the complaint and offer to discuss the matter within three working days to ensure that we understand the issues raised
- Clarify what outcomes you would expect from the investigation of your complaint and agree a timescale for responding
- Act as quickly as we can and stay in contact with you while we investigate your concerns

Responding

When we respond to you we will:

- Deal efficiently with your complaints and investigate them properly and appropriately
- Write to you on completion of the complaint investigation explaining how it has been resolved, and what appropriate action has been taken

Improving

When we have responded to your complaint we will:

- Consider how we can best improve and develop our service and the way we do things. By identifying service problems and improving staff learning we hope to improve our standards

What to do if you are not satisfied after we have responded to your complaint

If, when we have investigated your complaint and responded, you are not satisfied with the outcome, you can ask the Local Government Ombudsman to review your case.

Your can contact the Local Government Ombudsman:

In writing:	Local Government Ombudsman PO BOX 4771 Coventry CV4 0EH
By telephone:	0300 061 0614
By fax:	024 7682 0001
By email:	advice@lgo.org.uk

A link to the new guidance in the Department of Health's Listening, Improving, Responding: A Guide to Better Customer Care can be found at: www.dh.gov.uk/mec

Contacting us

We hope that this information is helpful to you; however, if you have any queries or would like more information about the Complaints Procedure, please contact the Customer Relations Team who will be happy to help.

You can contact the Customer Relations Team:

In writing: Customer Relations Team
 Department of Social Services
 Plymouth City Council
 Plymouth
 PL1 2AA

By telephone: 0800 0681249
 01752 307304

By fax: 01752 307436

By email:
complaints.social.services@plymouth.gov.uk

Notes



For more information on Adult Social Care services
www.plymouth.gov.uk/socialcareandhealth



To contact us call 01752 668000



Adult Social Care
Community Services
Plymouth City Council
Civic Centre
Plymouth
PL1 2AA



aschq@plymouth.gov.uk

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