

Listen to Me Adult Social Care Services

A quick guide to complaints, compliments, comments procedure



○ How to make a complaint

You have the right to receive a good level of service and we want you to get the best possible support from us. Listening to your views helps us to put things right and improve our services for the future, so your comments, compliments, complaints and suggestions are important and always welcome. Please note we cannot investigate complaints that are 12 months or over, or complaints that have already been through the complaints process.

○ Firstly

You should speak to the worker, team, or manager, responsible for the service you are unhappy with.

They may be able to put things right if something has gone wrong and resolve your complaint informally.

○ Secondly

If matters cannot be resolved informally, depending on your complaint, there are local or national procedures that we need to follow. When we receive your formal complaint you will be contacted within three working days to thank you for contacting us and to explain how your particular complaint will be investigated. We aim to deal with complaints speedily and effectively, and to provide a response within 20 working days of receipt of your complaint.

○ Thirdly

Our response to your complaint will tell you about our decision and any action that has been taken, or is to be taken. We will seek and consider your comments, review matters and take any further action that is needed. The investigating officer will send you our final response.

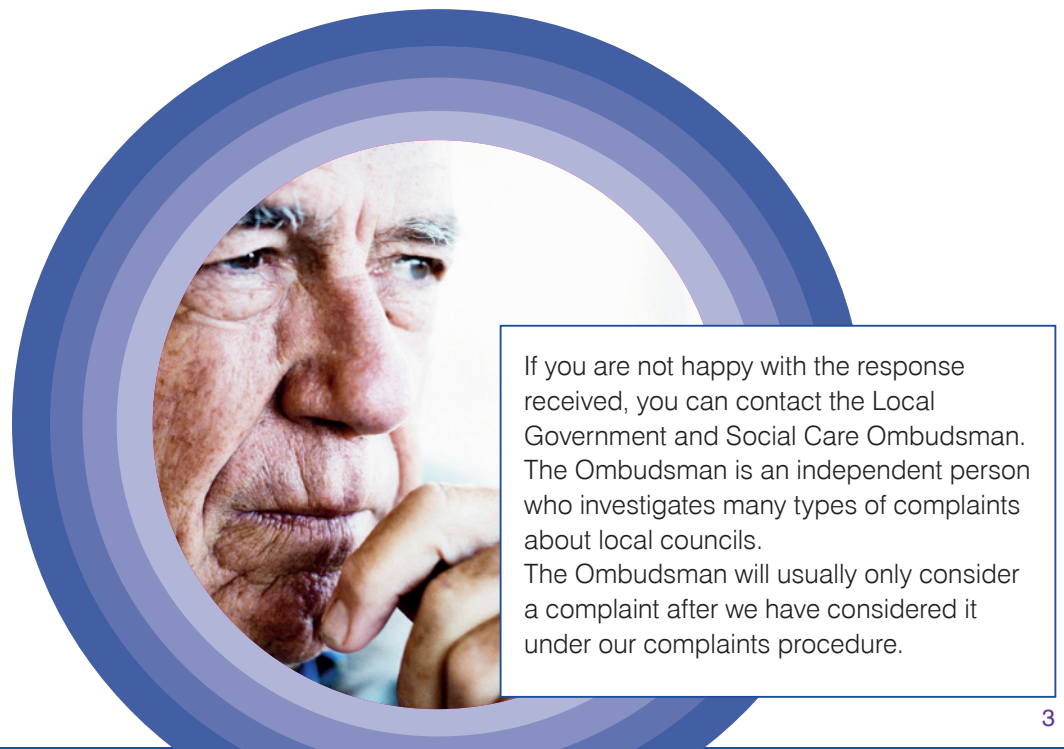
○ Who can make a complaint

- A person who receives or has received a service provided by the Council's Adult Services directorate
- A person who is affected, or likely to be affected, by our actions, omissions, or decisions
- A person acting on behalf of a person described above who:
 - is unable to make the complaint themselves because of lack of physical or mental capacity - has asked that person to act on their behalf (written and signed consent is required for this)

○ Comments and compliments

We would like to hear how our services have been for you.

To submit a comment or compliment, please see contact details overleaf >>>



If you are not happy with the response received, you can contact the Local Government and Social Care Ombudsman. The Ombudsman is an independent person who investigates many types of complaints about local councils. The Ombudsman will usually only consider a complaint after we have considered it under our complaints procedure.

○ Contact

You can call our Freephone number **08085 834333** to submit a complaint, compliment or comment

You can email **adultsocialcarecustomerrelations@coventry.gov.uk**

You can write to the Service Recovery Officers at: **PO Box 7097, Coventry CV6 9SL**

You can fill in our online form at **www.coventry.gov.uk/form_speakup**

○ How to contact the Local Government and Social Care Ombudsman

Telephone: **0300 061 0614**

Text “call back” to **0762 481 1595**

Write to: **PO Box 4771, Coventry CV4 0EH**

Email **advice@lgo.org.uk** **www.lgo.org.uk/make-a-complaint**

Privacy notice: We will use the information you provide to handle your complaint in line with the Council’s complaints policy available at **www.coventry.gov.uk/complaints/**. We may share this information with other organisations which may include independent external investigators, children’s advocacy services and the Local Government and Social Care Ombudsman. We will only share your information if this is part of solving your complaint. More information on how we handle personal information and your rights under the data protection legislation can be found in our Privacy Notice at **www.coventry.gov.uk/complaints/**

○ Contact Adult Social Care Direct

Call **024 7683 3003**

or email **ascdirect@coventry.gov.uk**

or visit **www.coventry.gov.uk/health-social-care**

Speech impairment, deaf or hard of hearing?

You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email **ascdirect@coventry.gov.uk**

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres **ascdirect@coventry.gov.uk**

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ascdirect@coventry.gov.uk 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براہ مہربانی **ascdirect@coventry.gov.uk** پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: **ascdirect@coventry.gov.uk**

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la: **ascdirect@coventry.gov.uk**

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