Compliments, comments and complaints about Adult Social Care

This guide is for adults who use adult social care services, their unpaid carers, family and their representatives.

It explains what you should expect when you feedback about a service or member of staff. It also explains how to make a complaint. We want to make it easy for you to pay us a compliment or make a complaint.

We want to hear from you if you feel we have provided a good service.

We also always welcome suggestions on how we can make improvements. We accept that we do not get it right all the time.

When things go wrong we want to hear from you, so that we can put it right. Complaints and concerns are important in helping us improve.

We encourage our staff to help you deal with any concerns or complaints in a friendly, confidential manner and they will do their best to resolve your concerns or queries on the spot, or as quickly as possible. If you want to make an informal comment or a compliment you can speak to any member of the social care team.

Independent, safe and well
What is adult social care?

You may not know whether the help you get is an adult social care service. Adult social care includes all types of care and support including personal care and other practical help.

It includes care and support arranged and funded privately and care and support funded by the NHS.

It is for people aged 18 and over who need help because of age, illness or disability. Here are some examples:

- provision of equipment
- help in your home with daily living
- community support and activities
- day centres
- residential care
- home adaptations
- information and advice
- advocacy
- support for carers
- social care assessments and funding

If you receive care in your own home and wish to make a complaint about your care, you should contact your care provider first. Do this as soon as possible to give them a chance to put things right.

The service you or others receive will not be affected by making a complaint.
What should you do?

If you want to make a formal complaint you can contact the Adult Social Care Complaints team.

You can do this by telephone, by email or in writing.

You can do this by:

Completing the online form at:
www.peterborough.gov.uk/forms/make-a-complaint-form

Telephone: 01733 296331

Email: ASCcomplaints@peterborough.gov.uk

Write to: The Central Complaints Office, Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

What happens when you make a complaint?

Once your complaint has been received we will acknowledge it within three working days. The acknowledgement letter will state when we hope to be able to respond to your complaint.

If the investigation is likely to take longer than originally agreed we will contact you again and agree an alternative timescale with you.
The complaints process

If you are making the complaint on behalf of someone else, we may need to ask for their permission for the complaint to progress. Information provided by you will be recorded carefully and securely.

It may be necessary to share your details with other organisations who may need to be involved in your complaint, such as the hospital. If this is the case we will discuss this with you.

What happens if we can’t resolve your complaint?

If you remain unhappy you can ask the Local Government Ombudsman to look at your complaint. They are independent of the council.

You can contact them on:

Telephone: 0300 061 0614

Complete the online form at www.lgo.org.uk/complaint-form