Information from

Adult Social Services

COMPLAINTS, COMMENTS & COMPLIMENTS

ADULT SOCIAL CARE SERVICES

(INCLUDES OLDER PEOPLE, HEALTH AND DISABILITY, LEARNING DISABILITY AND MENTAL HEALTH SERVICES)

www.trafford.gov.uk

August 2016
Trafford Adult Social Services are committed to providing a high quality service to the people of Trafford.

The procedures outlined in this booklet are based on The Local Authority Social Services and National Health Service Complaints (England) Regulations, 2009. They came into force on the 1st April 2009.

This booklet is designed to outline the procedures to use should you wish to make a complaint, comment or compliment about our services.

The full details of the regulations can be found on the Office of Public Sector Information website www.opsi.gov.uk

You can buy a copy from The Stationery Office at www.tsoshop.co.uk or from the local branch of Her Majesty’s Stationery Offices (HMSO). You can also contact The Stationery Office, telephone 0870 600 5522, textphone 0870 240 3701 (for people who are deaf, or have hearing loss or speech difficulties).

This booklet is divided into 3 main areas:

- Complaints
- Comments
- Compliments

Equal Opportunities

We are committed to giving an equal service to all. This means we will not treat you differently because of your sex, colour, race, nationality, ethnic group, regional or national origin, age, marital status, disability, political or religious belief, sexuality or class.

Who Oversees the Complaints Procedure On Behalf of the Authority?

The Complaints Manager (or a nominated deputy) of the Adult Social Services Complaints Section can be contacted at:
Trafford Council, Trafford Town Hall, Talbot Road, Manchester M32 0TH.
Telephone: 0161 912 4416
Fax 0161 912 5744
Email: ice@trafford.gov.uk
COMPLAINTS

Complaints about Adult Social Services follow a 2 stage process.

Stage 1 - Your complaint is recorded and we make every effort to sort out the issue.

Stage 2 – If you are not satisfied with the response to Stage 1 you can contact the Local Government Ombudsman. The Ombudsman is a free, impartial, independent service investigating complaints about councils. You can seek advice from the Ombudsman at any time but they will refer a complaint back to us if you have not been through our complaints procedure.

You can also help our services to improve by telling us when you are happy or letting us know about any ideas you have for improving a service.

Safeguarding Adults

If you suspect you are being abused, or suspect that someone you know is being abused in any way, you can report your worries or concerns in confidence by directly contacting the Adult Protection Helpline on 0161 912 5135.

Local Authority Adult Social Services (LAASS) (Stage 1)

What is a Complaint?

You can complain about any aspect of adult social care services provided or funded by the council.

For example, a complaint may be about the quality of service, lack of a service, delays in providing a service or being refused a service.

Who can make a Complaint?

A complaint may be made by
- Anyone who is fully or partially funded by Adult Social Services and who receives or has received services, or
- A person who is affected, or likely to be affected, by the action, omission or decision of Adult Social Services, or by any relative or friend acting on their behalf.

A representative may make a complaint on behalf of a service user who is unable to make a complaint themselves. This may be because of physical incapacity or because they lack capacity within the meaning of the Mental Health Act 2005.
How to make a complaint (in writing, by telephone or email)

- You can contact a person in the section of Adult Social Services that provides the service directly to you. This could be
  - A social worker, or
  - The home care manager or organiser if you are receiving any home care support from our in-house service or
  - The home or centre manager if you live in one of our residential homes or attend one of our day centres.
  - Directly to the complaints manager.

What happens next?

We will write down what you tell us and try to resolve the problem by the next working day.

For more complex situations we will acknowledge your complaint within 3 working days and let you know who will look into your complaint. That person will contact you to discuss the details of your complaint and agree a timescale for responding to you. We will keep you informed about the progress of the complaint and if the timescale is extended we will explain.

We aim to ensure that
- Complaints are dealt with efficiently and are properly investigated.
- People who make complaints are treated with respect and courtesy, receiving a timely and appropriate response to their complaint.

The process is aimed at resolving matters to your satisfaction.

When we finish the investigation we will let you know how the complaint was considered, the outcome and any actions taken or planned. If you are unhappy with any aspect of the outcome let us know. If we cannot resolve the problem it is your right to take your complaint to the Local Government Ombudsman.

Services Commissioned on behalf of Trafford service users

Trafford Adult Social Services commissions services from other establishments and agencies. These services are funded in whole or in part by us but we do not directly provide the service. Examples include personal care in private Care Homes (Nursing Care is funded by the Department of Health) and private agency homecare. It should be noted that whilst we commission the service, we do not employ the staff who work in the establishments or for the agencies. Therefore we have no direct responsibility for their day to day work.

Under the Care Standards Act 2000 all establishments and agencies providing social care are regulated by the Care Quality Commission (CQC). CQC requires all registered organisations to have their own robust complaints procedure. If a complaint is solely about an establishment or agency service
users, or a person acting on their behalf, are encouraged to use that procedure and receive a response from them. If they are not satisfied with the outcome they can then contact CQC.

The Adult Social Services Complaints Section can assist you in the following two ways:

1. Where your complaint is solely about an establishment or agency. You can send the complaint to us and we will write to you within 3 working days, asking if you wish your complaint to be sent to the establishment or agency. If you so wish then we will confirm to you in writing that this has been done and that we have asked them to respond to you directly. We cannot compel the provider to respond to you. However, if you have no response or an unsatisfactory response, please let us know and our commissioning service will see if they can help further.

2. Where your complaint comes within The Local Authority Social Services and National Health Service Complaints (England) Regulations, 2009 but includes element(s) regarding services provided by an establishment or agency from which we have commissioned services. We will write to you within 3 working days, asking if you wish the relevant part of your complaint to be sent to the establishment or agency. If you do, then we will confirm which part of your complaint will be dealt with by Adult Social Services and which part will be dealt with by the establishment or agency. In relation to the part of the complaint concerning Adult Social Services it will be dealt with as outlined in ‘Action following receipt of a complaint’

The Regulations require that where there is a joint complaint we must co-operate with the establishment or agency, insofar as it is reasonable and practicable, with a view to ensuring that you receive a response to your complaint. We cannot compel the provider to respond to you. However, if you have no response or an unsatisfactory response, please let us know and our commissioning service will see if they can help further.

Complaints involving Trafford Adult Social Services and the National Health Service (NHS) within Trafford

The Regulations require a duty to co-operate where a complaint is made that may or may not jointly involve both organisations where a complaint can be made to either organisation. For example, if you have a complaint concerning Adult Social Services alongside a complaint concerning Trafford General Hospital you can send your complaint to either organisation. The receiving organisation will liaise with the other and, depending on the nature of the complaints, you will be informed which organisation will take the lead in dealing with your complaint. You will also be given full details of how it will proceed. Your consent will be required to have access to your records that will assist in dealing with your complaint. A co-ordinated response will be sent to you on the outcome of the complaint by the lead organisation and the action you can take if you are unhappy with the response from either organisation.
If your complaint is solely about one organisation, for example, Trafford General Hospital (TGH) and you sent it to Trafford Adult Social Services we will forward it to TGH for you and let you know. The same would apply if you sent a letter to TGH about Trafford Adult Social Services.

If necessary, you can obtain further details from Trafford Adult Social Services Complaints Section.

**COMMENTS**

If you have any suggestions or ideas about how the service could be improved then please contact us. We record comments and use them in reviewing our services.

**COMPLIMENTS**

If you have been satisfied with the service you have received then please let us know. For example, you may wish to thank a member of staff who has been very helpful or you may consider that the service you have received has been very good. We will pass your compliment on to the people concerned. As with comments, all your views are important as we continue to develop and improve services.

If you want to make a complaint or comment or pay a compliment about our services you can use the form in this booklet. You can also contact us by phone or e-mail.

**Information and Support**

We have arrangements to help you if you have difficulty using our service. For example if you have any type of access difficulty or if English is not your first language. We can also produce letters and reports in large print, in Braille or on audiotape or computer disc and we can arrange an interpreter if needed.

Contact the Trafford Adult Social Services Customer Relationship Team if you need any support.

Tel: 0161 912 4416 Fax: 0161 912 5774 or email: ice@trafford.gov.uk

**Council Policy Matters**
There may be issues you disagree with concerning matters that have been determined as Council Policy. These matters may be dealt under the Council’s Corporate Complaints Procedure. The Complaints Manager will give you advice on this matter as the need arises.

USEFUL ADDRESSES

Organisations and people whom you might find useful in helping you either solve your problems or get advice and help making a complaint.

The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Tel: 0300 061 0614 or 0845 602 1983  
Fax: 024 7682 0001  
Website: www.lgo.org.uk

Care Quality Commission (CQC)  
CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
E-Mail: enquiries@cqc.org.uk  
Website: www.cqc.org.uk

Citizens Advice Trafford provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.  
Trafford Advice Line: 0844 499 4103  
Website: www.traffordcab.org.uk

Local Councillors / Members of Parliament  
To find out who your local Councillor or Member of Parliament is, and how to contact them, contact Access Trafford on  
Tel: 0161 912 2000  
Fax: 0161 912 1866  
Textphone for Deaf People 0161 912 2102  
E-Mail: access.trafford@trafford.gov.uk  
Web: www.trafford.gov.uk/CouncilAndDemocracy

Trafford Advocacy
Cadman House, Wharf Road, Sale, Trafford M33 2AF
Tel: 0161 976 2448
E-mail: enquiries@traffordcvs.org.uk
An independent organisation providing advice and help to adults who wish to complain about Trafford Adult Social Services.

Trafford Advocacy for People with Learning Disabilities
United Response, 1st Floor. Statham House, Lancastrian Offices, Talbot Road, Old Trafford M32 0FP
Tel: 0161 873 7464
Email: trafford.advocacy@unitedresponse.org.uk
An independent organisation providing advice and help to people with learning disabilities.

Trafford Mental Health Advocacy Service
Park House, 73 Northenden Road, Sale, Trafford M33 2DG
Tel: 0161 969 8686
E-mail: aly@vcatrafford.org
Web: www.vcatrafford.org/index.php?pg=about&sub=tmhas

Age UK Trafford
20a Station Road, Urmston M41 9JN
Tel: 0161 746 3940
Fax: 0161 746 8200
E-mail: admin@ageuktrafford.org.uk
Web: www.ageuktrafford.org.uk
COMPLAINTS

Confidential

Your Name________________________________________________

Your Address________________________________________________

Telephone_______________________________________________

E-Mail____________________________________________________

Signature________________________         Date_____________

Which service do you want to tell us about?

Please give complaint details – use separate sheet if needed
In making a complaint, what do you think the service provider should do to put things right?

It would help us if you give the names of people from the Adult Social Services that you have spoken to about this matter.
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<th>Comments:</th>
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<th>Compliments:</th>
<th>Please make any compliments here.</th>
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If you need help to understand this information, please ask someone to phone 0161 912-2000 to let us know how we can best provide this information.

إذا كنت في حاجة إلى مساعدة لفهم هذه المعلومات الرجاء طلب من شخص الاتصال برقم الهاتف: 2000-12-19 0161 لاخبرارنا عن كيفية تقديم هذه المعلومات بأحسن طريقة.

ARABIC

如果您需要帮助才能看懂这份资料，可以请人致电：

0161 912-2000，告诉我们如何最好地给您提供这些信息。

CHINESE

Si vous avez besoin d'aide pour comprendre ces informations, veuillez demander à quelqu'un de téléphoner au 0161 912-2000 pour nous informer de la meilleure façon pour fournir ces informations.

FRENCH

जे आपले आ पाहित्ती समजू पाठे पहली छुट्टी च हो सो हुए करी दोहों के हो, आ पाहित्ती अपे देटाकी सारी रीते पूरी पाठी सहीसे ते आपले आपले शुरुआतभा भाषे 0161 912-2000 संख्या पर होत के.

GUJARATI

Jesli potrzebujesz pomocy aby zrozumieć ta informacje, popros kogos, aby zadzwonił pod numer 0161 912-2000 aby nas poinformował, w jaki sposób najlepiej możemy ci ja przekazać.

POLISH

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SOMALI

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