

# Adult Social Care Services Feedback and Complaints **tell us what you think...**

Your views matter



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## Your views matter

Shropshire Council is committed to providing you with the best service possible. We always welcome compliments, comments and complaints about our services in order to continually improve our service delivery.

- You may want to compliment someone who has helped you or let us know if we have done something well.
- You may want to comment and make suggestions on how we may improve our services.
- You may have a complaint if we have not provided the service you expected.

Remember, we cannot resolve an issue if we are not aware of it.

### How can I comment or provide a compliment?

It is important for Shropshire Council to obtain as much feedback as possible, and comments and compliments can be as helpful as complaints in identifying where services are working well or whether changes could be made to generate improvement. You can use the contact details at the end of this leaflet to share any comments or compliments you have about a service.

### Who can make a complaint?

- The person who receives the service (the service user).
- Someone acting on behalf of the service user with their consent.
- A friend or relative may make a complaint on behalf of a service user (with the service users consent) if the service user does not have the capacity to make their own decisions.

### Can I have help to make a complaint?

- You can ask a friend or relative, a local councillor or an MP to speak to us on your behalf, or if you prefer you can ask us to put you in contact with an independent organisation.
- If you want to complain in person but have a disability that prevents you from doing so, we can arrange a visit to gather the details of your complaint, or can telephone you to talk about the best way we can help you complain.

### What can I complain about?

The sorts of things that you may want to complain about might be:

- If you receive a poor quality service – including services we have arranged but are delivered by an independent care provider.
- The attitude or behaviour of a member of staff.
- Your assessment, care plan, or review of your services, such as our eligibility criteria (conditions).
- Any service Adult Social Care provides (complaints not related to social care may be responded to under the Shropshire Council corporate complaints procedure).
- The standard of spoken English of a public sector member of staff in a public facing role.

## What to expect if you complain

If you have any concerns that cannot be resolved straightaway (this would usually mean within 24 hours) we will:

- Acknowledge your complaint within 3 working days
- Discuss with you:
  - What you are unhappy about
  - What you would like to see happen as a result of your complaint
  - How your complaint will be investigated
  - How long it will take to complete

## Timeframe

The Adult Social Care statutory complaints process is a one stage process. The council has a maximum of 65 working days to respond, where possible responses will be issued within 25 working days. We will contact you if extra time is required and explain why.

You are welcome to have a friend or relative to help you with your complaint or if you prefer. You could also ask us to put you in touch with an organisation, independent of the Council, to support you.

## What happens if I am not satisfied with the response to my complaint?

If you are not happy with the response to your complaint, you should contact the Complaints Officer straight away. We will discuss with you why you are still dissatisfied and what else you think should be done to put things right. We will discuss your concerns and look at what was said in the reply to your complaint. If necessary a further response can be provided at stage 1. If you are still not satisfied with the outcome of your complaint you may decide to progress your complaint and approach the Local Government and Social Care Ombudsman.

You can contact the Ombudsman at:

### **Local Government and Social Care Ombudsman**

PO Box 4771, Coventry, CV4 0EH

Telephone 0300 061 0614

Text 'callback' to 0762 481 1595

Website [www.lgo.org.uk](http://www.lgo.org.uk)

You can contact the Ombudsman at any point. However, it is their usual practice not to deal with a complaint until the council's complaints procedure has been completed.

## Joint services

If your complaint is about services provided jointly by Adult Social Care and the NHS, we will liaise with the NHS (with your permission) to ensure that you receive a comprehensive reply which responds to all the issues you have raised in relation. We will tell you who the key contact will be, which organisation will be responsible for providing you with the joint response, and a date you should expect to receive a response by.

## Complaints about Third Party Providers

Some public services are delivered on behalf of Shropshire Council by a third party provider. Where services are being provided on behalf of Shropshire Council, complaints can be made directly to Shropshire Council.

Bodies delivering services on behalf of the Council, may include, for example, domiciliary care through a private agency, registered care homes etc. These bodies will have their own complaints procedures. Ideally complainants should give the service provider the opportunity to try and address their concerns at an initial stage because some concerns may be resolved through remedial action. Other complaints are more complex.

If you wish to complain about a service you receive which is provided on the council's behalf by another organisation you should contact Shropshire Council using the details below.

If you have concerns about self-funded care or care purchased with direct payments Shropshire Council does not have responsibility for your complaint but may be able to signpost you to local support to assist you in acting on those concerns. Shropshire Council may also record concerns relating to contracts with third party providers.

## How to report abuse

If you have concerns about an adult with care and support needs who you think may be suffering from abuse, you can phone us on 0345 678 9044 Monday to Thursday, 9am to 5pm, and Friday 9am to 4pm.

If you think an adult is in immediate danger, call the emergency services on 999.

## Feedback: To get in touch ...

- Use the online form on our website: <https://www.shropshire.gov.uk/feedback>
- Email: [customer.feedback@shropshire.gov.uk](mailto:customer.feedback@shropshire.gov.uk)
- Write to: Feedback and Insight Team, Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND
- Telephone customer services: 0345 678 9000

Regardless of how you contact us, your confidentiality is paramount and if we need to share your information with any partners or outside organisations we will seek your consent first.

You can find out more by accessing a copy of the Adults Social Care Complaints Procedure from Shropshire Council's website (see above) or contact us to request a copy.

**If you can read this but know someone who can't, please contact us on 0345 678 9000 so we can provide this information in a more suitable format.**