

Making a complaint about adult care services

Our commitment to you:

We recognise that sometimes things go wrong. If they do, we want to hear your concerns. You can expect us to take your complaints seriously and give you a full response.



High standards

At the London Borough of Richmond upon Thames, we are proud of the Adult Social Care services we offer. We aim to make sure we provide services of the highest possible standard.

But there is no such thing as a perfect service and sometimes things do go wrong. We want to hear from you if this is the case.

Adult Social Care services and the National Health Service (NHS) use a single approach to deal with complaints. It is an open and transparent process that is designed to ensure that we can resolve problems with you quickly and easily.

If your complaint involves both the NHS and the Council, you will get one co-ordinated response.

Lessons learned from complaints will help to improve services for other people – we want others to benefit from your feedback and prevent similar problems occurring.

We want to **listen**, we want to **respond**, and most important of all, we want to **improve** the way we provide our Adult Social Care services.

With your help, we can continue to maintain our high standards.

Should you complain?

Telling us about any problems is the first step in putting matters right. Don't be afraid to comment or complain – we need to know what you think about our services, especially if they are not being delivered in the right way.

If you want to complain, please be reassured that it will not affect the way the Council views you in any way, and will not affect the services you receive.

If you don't want to complain, but do have comments you would like to make, you can either tell someone who works in the service you have been dealing with, or use the form on our website which can be found under 'comments' on the A-Z pages at **www.richmond.gov.uk**

There are other organisations who would also like to hear your views on our Adult Social Care services.

Further information can be found at:

- The Richmond Council for Voluntary Services (RCVS) website **www.richmondcvs.org.uk** on their 'community involvement' page or you can call them on **020 8255 8500**
- The Richmond upon Thames Local Involvement Network (LINK) website at **www.richmondlink.org.uk** or telephone **020 8255 8516**



Complaining on someone else's behalf

If you want to make a complaint for someone else, you may need to get their written permission for you to act on their behalf. The Complaints Team can advise you on this.

How to complain



There are four ways you can make a complaint:

1. Most complaints can be solved by discussing your problem with a member of staff. If you are unhappy about a service or the way you have been treated, please **contact the member of staff** you are dealing with in Adult Social Care or their manager – please don't be afraid to do so: it will not count against you in any way. If you know the name of the member of staff but not their telephone number, please call our Customer Services contact centre on **08456 122 660** or email customer.services@richmond.gov.uk
2. Or you can **complete an online complaint form** on our website at www.richmond.gov.uk
3. Or you can **write to the Corporate Complaints Manager**, Adult and Community Services, London Borough of Richmond upon Thames, 3rd Floor, Civic Centre, 44 York Street, Twickenham TW1 3BZ, you can **call** him on **020 8891 7937** or **email** him at socialservices.complaints@richmond.gov.uk
4. Or you can **complete the enclosed form** and return it by post to the above address (no stamp required).

Please note that the usual time limit for making a complaint is 12 months from the date that you became aware of the problem.

If your complaint concerns the NHS or the Mental Health Trust, we can pass your complaint on to them, or you can get in touch with NHS South West London and their Patient Advice and Liaison Service (PALS) or St George's Mental Health NHS Trust yourself.

Their details are as follows:

NHS South West London, 120 The Broadway, Wimbledon, London SW19 1RH

Telephone: **020 8251 1111**

Website: www.southwestlondon.nhs.uk

PALS (Richmond Clinical Commissioning Group),
1st Floor, Civic Centre, 44 York Street, Twickenham TW1 3BZ

Telephone: **020 8734 3001**

Email: richmondpals@nhs.net

South West London and St George's Mental Health NHS Trust, Springfield University Hospital,
61 Glenburnie Road, London SW17 7DJ

Telephone: [020 8772 5520](tel:02087725520) or [020 3513 5000](tel:02035135000)

Email: complaints.manager@swlstg-tr.nhs.uk

Website: www.swlstg-tr.nhs.uk

If your complaint is about both **Adult Social Care and NHS issues**, then please contact either Richmond Council, using one of the four options listed opposite, or NHS South West London or the Mental Health Trust and we will work together to give you one combined response.

The Public Health service is now part of the Council: it aims to prevent illness and improve the health of all residents by providing services such as immunisation and screening, and advice and information to promote healthy living. You should use this procedure if you want to complain about any of the services offered by the Public Health service.

How will we deal with your complaint?



Early resolution

We hope that most concerns can be settled by talking to the member of staff you originally contacted about your complaint. If you tell them what it is that is worrying you, they will try to find a solution by the end of the next working day if possible. It is important to give them all the information you have as this will help them to assess your concerns correctly and resolve them quickly.

If you are not able to sort things out with this person, or their manager, you can contact the Corporate Complaints Manager by phone, by email or in writing.

Next steps

If an early resolution has not been possible, your concerns will then be **logged as a formal complaint** and acknowledged within three working days. We will make every effort to resolve it quickly and effectively.

We will appoint someone to investigate your complaint and they, or a member of the Complaints Team, will contact you to agree with you the best way to reach a satisfactory outcome.

We will:

- Go through the reasons for your complaint, identifying each aspect of the complaint, to make sure that we understand your concerns properly. We would normally do this by phone, but are able to meet you if that suits you better.
- Agree a complaint 'plan', including how we will investigate your complaint and the time it will take. Our aim is to complete most complaints within 25 working days, but some complaints may take longer to resolve.

- Ask you what you would like to happen as a result of your complaint and tell you if we think this is realistic.
- Ask you how you wish to be kept informed about the progress of your complaint, and make sure we contact you regularly – this can be by phone, letter, email or through a third party such as an advocacy or support service.

We will write to you to confirm the **complaint plan** we have agreed, and then write to you again with our **interim response** once the investigations are completed.

What if you are still not satisfied?

If you feel your concerns have not been resolved, we can consider doing further work on your complaint. We will continue working on your complaint until we reach a final agreed resolution, or agree no further progress can be made. You will be involved in every step.

Mediation

We hope that most complaints can be resolved directly with you and that you are satisfied with the outcome. However, if your complaint is difficult to resolve, or if there is a breakdown in communication, mediation can be useful.

Mediation is a good way of resolving disagreements. We may appoint an impartial mediator, who has no connection with the Council or the NHS, with a view to helping us reach a conclusion that everybody is satisfied with.

What help can you get?



Advice and support

You can get independent advice from the **Richmond Citizens Advice Bureau Service** (RCABS) – their staff can also help with drafting complaints. There are three main offices in the borough: in Richmond, in Sheen and in Twickenham.

You can find the addresses on their website www.rcabs.org.uk or you can call their telephone advice line for further information: **0844 826 9700**

Advocacy

An advocate is a person who supports you and helps you to explain what you want. They help you to ensure that your views are heard, so that your problems can be sorted out. They can support you in any meetings and discuss with you the decision that the Council or NHS makes about your complaint.

An advocate can be someone who is specially trained for this job or a member of your family, a friend or neighbour, or just someone you feel comfortable with.

If you need help finding an advocate, please contact the Corporate Complaints Manager on **020 8891 7937**.

Other help

You can also get in touch with your local Councillor or Member of Parliament, who will contact Adult and Community Services for you. You can do this in person, by phone, by letter or by email.

You can get lists of local Councillors and Members of Parliament with their addresses and telephone numbers from the Civic Centre in Twickenham (please call **020 8891 7232**) or from your local library, or visit our website at www.richmond.gov.uk

What can you do if you are not satisfied with the Council's final response?



We will send you a full and final response at the end of our investigations into your complaint. If at that stage you are still dissatisfied, you can ask the **Local Government Ombudsman** to investigate the matter.

You can write to the Ombudsman at:

The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

Or contact the **LGO Advice Team**:

Telephone: **0300 061 0614**

Text: **'call back' on 0762 480 3014**

Fax: **024 7682 0001**

Online form: www.lgo.org.uk/making-a-complaint

Website: www.lgo.org.uk

General enquiries

If you would like to speak to someone in Adult Social Care about any other issue, e.g. help for carers or advice about keeping well, please contact us:

Telephone: **020 8891 7971**

Email: **adultsocialservices@richmond.gov.uk**

You can also visit our website at **www.richmond.gov.uk/adult_social_care** for more information about any of our services.

If you have difficulty understanding this publication or need it in an alternative format, such as a different language, audio tape, Braille or large print, please call us on **020 8891 7971**.

Nese keni vershtersi per te kuptuar kete botim, ju lutemi ejani ne receptionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود:

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.

اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبال پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹر پریٹینگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Civic Centre, 44 York Street, Twickenham TW1 3BZ

Complaint Form Adult and Community Services

Please print off all pages of this form, complete them as fully as you can and then post to:

Civic Centre, 44 York Street, Twickenham TW1 3BZ.

Name	
Address	
Telephone	Mobile

How the Council uses the information you provide on this form

The Council has a duty to ensure its services are equally accessible to every member of the community.

The information you provide on this form will help the Council to find out whether its complaints service is available to everyone, and to improve and develop its services.

Ethnic origin

Choose **one** section from A to E, then tick the appropriate circle to indicate your ethnic background.

A. White

- British
- Irish
- Eastern European
- Any other White background

Please specify: _____

B. Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other Mixed background

Please specify: _____

C. Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Afghan
- Any other Asian background

Please specify: _____

D. Black or Black British

- Caribbean
- African
- Any other Black background

Please specify: _____

E. Other ethnic background

- Chinese
- Vietnamese
- Arab
- Gypsy / Traveller / Romany
- Any other ethnic background

Please specify: _____

The outcome I want is: _____

Signature	Date
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Any information you give us about yourself will only be used to help address and resolve your concerns.