**Adult Social Care: Complaints**

**Learning from your experience**

We want to provide services of the highest quality to all our customers and we need your help to find out if we are getting it right.

If you tell us what you think of adult social services, we can use your experience to show when we have got things right, or when we need to improve to make things better.

**Who we want to hear from**

We want to hear from you if:
- You receive a service from us;
- We have arranged for someone else to provide a service to you;
- You are a carer of someone receiving a service;
- You are acting on behalf of someone receiving a service;
- You believe that you are entitled to receive a service from us.

**What we want to know**

- **Your comments**
  Please tell us if you think we could do things differently or better, or how we might improve the services you received from us.

- **Your compliments**
  If you think we have got things right or you feel satisfied with the service we have provided, please let us know. These comments are very useful in letting us know what we do well. Staff really appreciate receiving positive comments, which let them know they are giving a quality service to our customers.
• **Your complaints**

If you disagree with what is happening, want to challenge decisions we have made, or if you are not satisfied with the service you receive, please tell us. Also, if you think you should receive a service that you are not getting at the moment, let us know.

We want to know what you think about us and the services we provide. By telling us, we can talk through the issues with you and give you an assurance that your right to receive services will **not** be affected in any way by what you tell us.

**How you can tell us**

- Speak to a member of staff, write, phone, or ask someone to tell us on your behalf.
- Write to us at: Complaints & Quality Standards Team, Wigan Council, Resources Directorate, PO BOX 100, WN1 3DS.
  Phone: 01942 486175
- Speak to a member of the Complaints & Quality Standards Team, who can help you to express your views and advise you about applying for an advocate. Phone 01942 864175
- Fill in the form at the end of this factsheet and give it to a member of staff, or post it to us.

We can make this information available in other formats and languages on request.

If your concern is about a residential or nursing home, it may be appropriate to contact:

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle-Upon-Tyne  
NE1 4PA

Phone: 0300 061 6161  
Email: enquires@cqc.org.uk
Our response

- **Comments and compliments**
  We will acknowledge all comments and compliments within three working days.

- **Complaints**
  We will acknowledge all complaints within three working days. We will normally discuss your complaint with you and try to agree the best way of dealing with it and within what timescales. We treat every complaint on an individual basis but may:

  - Arrange a meeting to discuss and explain why decisions have been made
  - Arrange for a manager of the service you are complaining about to investigate your complaints.
  - Arrange for someone from outside of the service to investigate your complaints.
  - Arrange for someone to mediate between you and the service.

**Complaint plan**

If we cannot resolve your complaint immediately, we will write to you to confirm what action we will take to respond to your complaint. This will be detailed in a complaint plan, which will clearly state what complaints are being made, how we will respond, who will respond and in what timescales.

When you tell us about your complaint it is important that you let us know what you want to happen to resolve your complaint. This will be included in the complaint plan.

**Learning from complaints**

We will write to you to confirm what conclusion we have reached in respect of your complaint. We will also let you know what actions we will take as a result of your complaint if your experience has shown us that we should do things better in the future.
If we get things wrong we will apologise for any errors and try to agree how we can resolve things with you. We will also take what action is needed to make sure we change things as necessary in the future.

**What happens if you are not satisfied**

If you remain dissatisfied, we will try to agree on further action that could be taken to resolve your complaint. This may mean that another complaint plan is produced.

If we cannot agree on appropriate action, you can consider referring your complaint to the Local Government Ombudsman. Staff from the Complaints and Quality Standards Team can advise you how to do this, or you can contact the Ombudsman direct at:

Local Government Ombudsman’s Office,
PO BOX 4771, Coventry, CV4 0EH.
Phone: 0845 602 1983
Adult social care: Tell us what you think

Your name: ____________________________________________

Your address and postcode: ____________________________________________

Your phone number: ____________________________________________

Name of your social worker (if you have one): __________________________

What help, if any, do you receive from adult social care (for example, home care, occupational therapy)? __________________________________________________________________________

Are you satisfied with the help you get? Yes No

Your signature: ____________________________ Date: ___________________

Tell us about your comment, compliment or complaint (use extra paper if necessary): ____________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
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________________________________________________________________________
Hand this form to a member of staff, or put it in an envelope and return it to:

Complaints and Quality Standards Team,
Wigan Council,
Resources Directorate
PO BOX 100,
WN1 3DS.