

Adult Social Care Customer Feedback

Putting our
customers first



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Please tell us if you

- Are unhappy with the service you have received (complaint)
- Have received a good service (compliment)
- Have any suggestions for improvement of our services (suggestion)

Here to help

If you are thinking of making a complaint and would like to speak with us, you can call the customer feedback helpline on **01902 553215**.

How to make a complaint, compliment or suggestion

- Complete a form online at www.wolverhampton.gov.uk
- Email us at adultsocialcarecomplaints@wolverhampton.gov.uk
- Return this form to
Customer Feedback Team
City of Wolverhampton Council
Civic Centre
St Peter's Square
Wolverhampton
WV1 1SH
- Call Customer Feedback on **01902 553215**
- **Call into the Civic Centre** and speak with a customer services advisor

Alternative formats

You can get this information in large print, Braille, audio or in another language by calling **01902 551155**

Adult Social Care and Health Complaints

Adult Social Care and Health Complaints are handled in line with The Local Authority Social Care Services and National Health Service Complaints (England) Regulations 2009.

The council provides a wide range of Adult Social Care services. We want to make sure that if we get things right we develop our service around these good examples and if we get things wrong we want to do better next time.

We want to hear your views, whether it's a suggestion, comment, compliment or complaint.

If you are unhappy in any way about anything to do with Adult Social Care or Health Services in Wolverhampton then you have the right to complain.

If the complaint also involves a service provided by Health colleagues, we will explain how this will be handled so that you can receive a single response.

Your complaint may be about:

- The quality of service you receive, or an assessment or decision
- A delay in providing a service, or the attitudes, actions or behaviour of staff.

Don't worry if your complaint does not seem to fit in with these, whatever it is about, let us know.

Help in making a compliment, comment or complaint

We can arrange an interpreter for you, or advise you of independent organisations who may be able to help you. These include:

City of Wolverhampton Council Carer Support Team

Telephone: 01902 553409

Age UK Wolverhampton

Telephone: 01902 572060

Email: mail@ageukwolves.org.uk

Citizens Advice Bureau

Telephone: 01902 572206

Mencap *(helps people with learning disabilities)*

Telephone: 0121 442 2944

Email: info@midlandmencap.org.uk

Rethink *(helps people with mental health problems)*

Telephone: 01902 779615

Email: info@rethink.org

Patients Advice and Liaison Service (PALS)

(helps people with health care matters)

PALS Helpline:

01902 695362 / 01902 695368

Email: rwh-tr.pals@nhs.net

The Complaints Procedure

The council operate a two stage complaints procedure for Adult Social Care

Stage 1 – How we will deal with your complaint?

The legislation challenges us to resolve complaints speedily and efficiently and to keep you informed, as far as reasonably practicable, as to the progress of the investigation.

We will acknowledge the complaint not later than three working days after the day on which we receive it and we will offer to discuss with you how the complaint will be handled and how long this may take.

The complaint must be made no later than 12 months from the incident occurring, or of the incident coming to the attention of the customer.

The complaint process must be completed within 6 months of the complaint being received and a response sent which explains how the complaint has been considered and the conclusions reached. Hopefully most issues can be resolved much more quickly.

If an outcome cannot be reached in six months we will tell you and aim to complete the investigation as soon as it is practicable.

Stage 2 - Local Government and Social Care Ombudsman

Stage 2 is the final stage of the council's complaints procedure. If you remain dissatisfied with the outcome of your complaint, you can contact the Local Government and Social Care Ombudsman at:

Local Government and Social Care Ombudsman

PO Box 4771
Coventry, CV4 0EH

Telephone: **0300 061 0614**

Email: **advice@lgo.org.uk**

The council do however welcome the opportunity to bring your complaint to a resolution before you decide to contact the Local Government and Social Care Ombudsman.

Exceptions

In some cases we may not be able to deal with your complaint directly. This may be because they are covered by different procedures.

The council will always offer advice and assistance to customers wishing to make a complaint. If it is not appropriate to treat an issue under the adult social care complaints procedure, as described above we will refer you to the appropriate procedure or we will advise you how to make a complaint elsewhere.

Healthwatch

If you have any feedback or concerns on health, public health or social care services, these can be shared with Healthwatch Wolverhampton.

Healthwatch will collect this information and use it to inform future service improvements.

For more information go to:

<http://healthwatchwolverhampton.co.uk>

Healthwatch Wolverhampton

Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Telephone: 0800 4701944

Email:

info@healthwatchwolverhampton.co.uk

How we use your information

The information provided by you will be processed in accordance with the provisions of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2016/679, and any subsequent changes to data protection legislation.

City of Wolverhampton Council, Wolverhampton Homes and Partners will use the information to monitor the fairness of services provided, plan and develop future services, and to assist in providing tailored services. Any information you provide will be used for these purposes only and will remain confidential. For more details on how we use your information, please refer to the City of Wolverhampton Council's Privacy Notice at visit

www.wolverhampton.gov.uk/privacy-policy

Data Matching

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, see www.wolverhampton.gov.uk/council/corporate/finance/corruption_fraud/nfi.htm

About your feedback

Are you making a:

Complaint* Compliment Suggestion

* If you are making a complaint, prior to completing this form can you consider calling the **Complaints Helpline** on **01902 553215**.

Your details

Your name

Your address

Postcode

Daytime tel no.

Email

Signature

Date

Please complete this section if you are providing feedback on behalf of someone else

Do you have their permission? Yes No

Name of the person you are representing

Their daytime tel no.

Their email

Their relationship to you

Their address

Postcode

The signature of the person you are representing

