



Making a comment, compliment or complaint to Adult Social Care

www.portsmouth.gov.uk

Who can make a complaint?

What can I complain about?

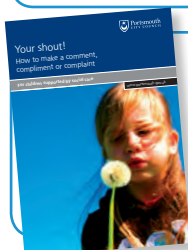
What happens when I make a complaint?

Tell us what you think

You can contact us in the following ways.

- **By phone on** 023 9284 1172
- **In person** by making an appointment on the above number
- **By writing to:**
The Complaints Manager for Social Care
Portsmouth City Council
1st Floor
Civic Offices
Guildhall Square
Portsmouth
PO1 2EP
- **By using our pre-paid comments, compliments and complaints form** attached at the back of this booklet
- **By sending an e-mail to** socialcare.comments@portsmouthcc.gov.uk
- **On our website** – www.portsmouth.gov.uk

If you need an interpreter or sign-language interpreter, we can arrange this for you.



Children's Social Care and Safeguarding

There is a separate procedure for dealing with complaints about Children's Social Care and Safeguarding, for a copy of the leaflet phone: 023 9284 1172



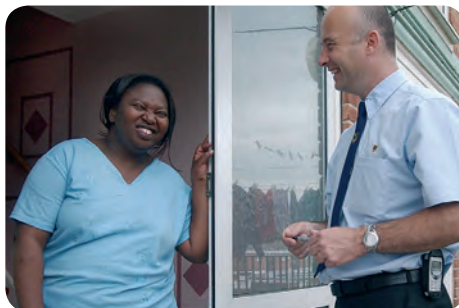
Comments not about social care?

There is a corporate comments, compliments and complaints leaflet which covers all other services Portsmouth City Council provide. For a copy phone 023 9283 4702.

We welcome **all** feedback about Adult Social Care

Comments

We would like to hear from you if you have a suggestion on how we can improve our service. You can fill in the form at the back of this leaflet or tell a member of staff.



Compliments

If you are happy with any part of the service you receive please tell us. You may write to us, fill in the form at the back of this leaflet or tell any member of staff. We will record your views and pass them on to the people involved.

Complaints

We aim to provide the best possible service to customers. However, if we get it wrong, we want to know about it and will try to put things right as quickly as possible.

Our aim

We take complaints very seriously. While we try to provide a good service, we know that sometimes things go wrong. We have developed a complaints procedure in response to this.

We aim to sort out complaints quickly and fairly and we will try to sort out any mistake or misunderstanding straight away. Sometimes it may take longer, but we will tell you how long it will take.

Making a complaint



This leaflet explains how you can complain about our services and how we will try to put things right if they go wrong.

Making a complaint will not affect your right to receive our services.

These procedures came into force from April 2009 in line with the Local Authority and National Health Services Complaints Regulations 2009.

It is always helpful for us to know from the outset what you want us to do to put things right.

Who can make a complaint?

- A person who receives or has received the service (the service user), or
- Someone acting on behalf of the service user with their consent, or
- A person who is affected or likely to be affected by the actions or decisions made by Adult Social Care

What can I complain about?

- If you receive a poor quality service
- Our staff's attitude or behaviour
- Your assessment, care plan, or review of your services
- The charge you pay for your service and how we have assessed it
- Any service adult social care provides.



What happens when I make a complaint?

- When you contact us with your concerns, we will see if we can sort out the problem straightaway without you needing to do anything else.
- We will acknowledge your complaint within 2 working days
- We may telephone you to discuss your concerns.

We will let you know:

- if it would be helpful to have a meeting to discuss your concerns
- how long it is likely to take us to examine your complaint; and
- who will reply to you

This is known as your complaint plan.

What we learn from complaints

We keep records of all the complaints we receive and monitor them regularly. This helps us to:

- identify areas of service where we need to make changes and improvements; and
- make sure we are dealing with complaints effectively and consistently.

Who can help me make a complaint?

You can ask a friend or relative to speak to us on your behalf with your permission

Or, if you prefer, you can ask us to put you in contact with an independent organisation, such as the Citizens Advice Bureau or help you find an advocate to help you with your complaint.

Independent provider

If your complaint is about an independent care provider, please contact them and use their complaints procedure to try to resolve your concerns.

Joint services

If your complaint also involves a service provided by the NHS, such as a hospital, we will contact them with your permission and agree who will reply to you.

We will tell you who will reply to all your complaints. You will receive one reply on behalf of both organisations



What happens if I am not satisfied with the manager's response to my complaint?

If you are not happy with a response made to you by a manager from Social Care, please contact the Complaints Manager straightaway.

We will discuss why you are still dissatisfied and what else you think should be done to put things right.

We will see if there is any other way to resolve your complaint. We may, for example, suggest a meeting with the senior manager to talk over your concerns (this is known as a local resolution meeting) or mediation.

For complaints about Independent Care providers, you can refer the matter to the Local Government Ombudsman if you remain dissatisfied after the provider has dealt with your complaint. The Ombudsman will now look at complaints about care homes or care in your home, whether self-funded or council funded



What happens if there is an investigation?

If we agree that your complaint about services provided by the Council cannot be resolved locally, and that it needs to be investigated, we will appoint an investigating officer to look into your complaint.

The investigating officer will contact you and write down the things you are unhappy with and what you

want done about them. This is your complaint statement.

The investigating officer will discuss with you how long the investigation is likely to take.

The investigating officer will write a report and may make recommendations to the relevant Head of Service.

What happens next?

You will receive a copy of the investigating officer's report and a letter from the Head of Service setting out what they propose to do to sort out the complaint.

if you are not satisfied with the final decision, or the way the local authority have dealt with your complaint, you may contact the Local Government Ombudsman directly.

Local Government Ombudsman

You may contact the Local Government Ombudsman at any time. Their contact details are:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 8EH

Tel: 0300 061 0614

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Text: 'call back' to 0762 480 3014



The Complaints Manager for Social Care
1st Floor, Civic Offices
Guildhall Square, Portsmouth
PO1 2EP

Telephone: 023 9284 1172

Email: socialcare.comments@portsmouthcc.gov.uk

www.portsmouth.gov.uk

You can get this
Portsmouth City
Council information
in large print, Braille,
audio or in another
language by calling
9284 1172.



Corporate member of
Plain English Campaign
Committed to clearer communication.

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Name:.....

Address:

.....

Telephone/email:.....

I wish to make a: ☐ comment ☐ compliment ☐ complaint

What is your comment, compliment or complaint:

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What would you like us to do?:

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If you run out of space, please use extra paper.

About you

Please help us to make sure everyone is treated fairly by ticking the boxes that describe you best.

I am:

☐ male ☐ female

I have a disability:

☐ yes ☐ no

I am:

☐ Black African

☐ Black European

☐ Bangladeshi

☐ Indian

☐ European Asian

☐ Other

☐ Black Caribbean

☐ Chinese

☐ Pakistani

☐ Vietnamese

☐ White

RESPONSE SERVICE
Licence No SCE10191



Portsmouth City Council
The Social Care Complaints Manager
Civic Offices
Guildhall Square
PORTSMOUTH
PO1 2ZX
