

Listening, Responding, Improving

Fact Sheet

How to make a comment, compliment, concern or complaint about Adult Social Care

You have the right to receive a good level of service. We want to hear your views as this helps us to improve our services.

You can help us to make improvements by telling us if you are particularly pleased with a member of staff or service, or would like to make a suggestion.

You can contact the person from Buckinghamshire Adult Social Care you have most contact with to let them know your views. If you prefer you can contact the Statutory Complaints Officer (see page 2 for details).

We don't just want to know when things go well, we also want to know when things go wrong. If you are a user of our services and have a complaint or suggestion to make, this Fact Sheet is designed to help you. People who are not service users can also make a complaint and have their complaint responded to.

You will not be disadvantaged in any way by making a complaint, comment or raising a concern about our services.

How to complain

If you are not happy about the service we provide, tell the member of staff who is working with you, if you feel that you are able to.

They will try to find a solution that everyone is happy with. Most problems are sorted out this way.

If you don't feel that they can help, or if you are not happy with the answers they give you can:

- **Get in touch with their manager**
- or
- **Contact the Statutory Complaints Officer (who will help you with your complaint) by telephone, email or letter. You will need to give your full contact details, so that they can telephone you to discuss your concerns**
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Our aim is to deal with these concerns flexibly and to meet the needs and wishes of the person making the complaint, and any others who may be involved.

How do I contact the Statutory Complaints Officer?

To contact the Statutory Complaints Officer for Adult Social Care:

Write: Freepost RRBS-EBKU-LJXR
Statutory Complaints Officer
Adult Social Care
Buckinghamshire County Council
County Hall
Aylesbury
HP20 1UA

Phone: 01296 387844

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Email:

complimentsandcomplaints@buckscc.gov.uk

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Area Offices:

For all enquiries, please phone Buckinghamshire County Council Customer Services on: 0845 370 8090

Aylesbury
Adult Social Care
Buckinghamshire County Council
County Hall
Aylesbury
HP20 1YU
Fax: 01296 383182
Typetalk: 18001 01296 382488

High Wycombe
Adult Social Care
Buckinghamshire County Council
Easton Street
High Wycombe
HP11 1NH
Fax: 01494 475077
Typetalk: 18001 01494 475250

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What happens next?

It may be that we can sort the problem out quickly without needing to do anything else. If that isn't possible, the Statutory Complaints Officer will discuss with you a plan of action to deal with your concerns in the best way to resolve your complaint. We will then look into the complaint and give you a response.

Joint complaints:

If your complaint involves both Adult Social Care services and health services provided by the NHS, the Statutory Complaints Officer will advise you which organisation will be responding to your complaint.

We may write to you to request consent to share any relevant information between the different organisation in order to respond to your complaint.

What can I expect from Buckinghamshire Adult Social Care?

You can expect your complaint to be listened to, investigated fairly and responded to in a professional manner.

Throughout your complaint the Statutory Complaints Officer will discuss with you a plan of action to deal with your concerns in the best way to resolve your complaint. We will then look into the complaint and give you a response.

Can I complain on behalf of someone else?

You can complain on behalf of someone else if they have asked you to, we will usually ask for their consent.

You can also complain on behalf of the service user if they are unable to make the complaint themselves.

Can anyone else help me make a complaint?

Yes, you can ask someone else to explain the problem on your behalf. That person is what we call an advocate and could be a friend or relative.

There are also a number of organisations who are prepared to help you discuss your problems with Buckinghamshire Adult Social Care. If you would like information about advocacy services, please contact the Statutory Complaints Officer.

Can I complain if I'm not receiving a service?

Yes, if you do not use our services but are affected in some way by the work Buckinghamshire Adult Social Care do, and have cause to complain, please tell the Statutory Complaints Officer.

What happens if I have received a final response to my complaint and I am still dissatisfied?

If you have received a final response to your complaint and are not happy with the reply, you can:

- Ask the Local Government Ombudsman to consider your complaint. A booklet explaining how to do this is available from the Statutory Complaints Officer

or

- You can contact the Local Government Ombudsman direct

Local Government Ombudsman

Write to:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Phone:

0300 061 0614

Fax:

024 7682 0001

Text:

'call back' on 0762 480 3014

Website:

www.lgo.org.uk

Please include a daytime telephone number they can contact you on to discuss your complaint.

Can I contact my County Councillor?

Yes, you may wish to contact your County Councillor who will raise the matter on your behalf. You can find out the name of your County Councillor by:

Phone: 01296 395000 / 0845 370 8090

Website: www.buckscc.gov.uk/about your council/Councillors

Can I contact my MP?

Yes, you have the right to do so if you wish. You can write to your MP at the following address:

House of Commons
London
SW1A 0AA

Or telephone the House of Commons Information Office on: **020 7219 4272**

Who is my MP?

You can search for your MP online at: findyourmp.parliament.uk or you can telephone the House of Commons Information Office on the number above.

Who else can I contact?

Buckinghamshire Adult Social Care Services is part of Buckinghamshire County Council, therefore if you wish you can complain to the Chief Executive.

Write to:

The Chief Executive
Buckinghamshire County Council
County Hall
Walton Street
Aylesbury
HP20 1UA

Phone: 01296 395000 / 0845 370 8090

Email: customerservices@buckscc.gov.uk

Care Quality Commission (CQC)

The CQC is responsible for the registration and inspection of:

- **Care homes that provide personal care or nursing care (or both)**
- **Adult placement schemes**
- **Domiciliary care agencies (often known as home care agencies)**
- **Nurses agencies**

We will involve the CQC with your permission if your complaint is about any of the above services. You can contact the CQC yourself if you wish.

Write to:

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

Phone: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

If you would like to request further copies of this Fact Sheet or enquire about our range of leaflets, please contact us.

Write to:

Policy Performance & Communications
Buckinghamshire County Council
County Hall
Aylesbury
HP20 1AU

Phone: 01296 382200

Email: buckscomms@buckscc.gov.uk

Website: www.buckscc.gov.uk

If you need this information in another format, such as large print, please contact us on 01296 382935.

If you are concerned that someone is being hurt, please call **Careline** on FREEPHONE 0800 137915.

For information on the services that Buckinghamshire Adult Social Care provides please visit our website: **www.buckscc.gov.uk**

Call charges

Charges vary according to your network provider. We offer both 01 and 08 numbers so you can choose the most economical way to call us.

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