



# **MAKING A COMPLAINT**

# **ABOUT ADULT SOCIAL CARE**

**This leaflet explains the different ways that you can make a complaint about adult social care**



# High Standards

**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.**

**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 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 coordinated 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 services and support to you.

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 at [www.richmond.gov.uk/have\\_your\\_say](http://www.richmond.gov.uk/have_your_say)

Organisations like Healthwatch Richmond would also like to hear your views on our services. Further information can be found at:

## **Healthwatch Richmond**

Phone: 020 8099 5335

Email: [hello@healthwatchrichmond.co.uk](mailto:hello@healthwatchrichmond.co.uk)

Website: [www.healthwatchrichmond.co.uk](http://www.healthwatchrichmond.co.uk)

## **Richmond Council for Voluntary Services**

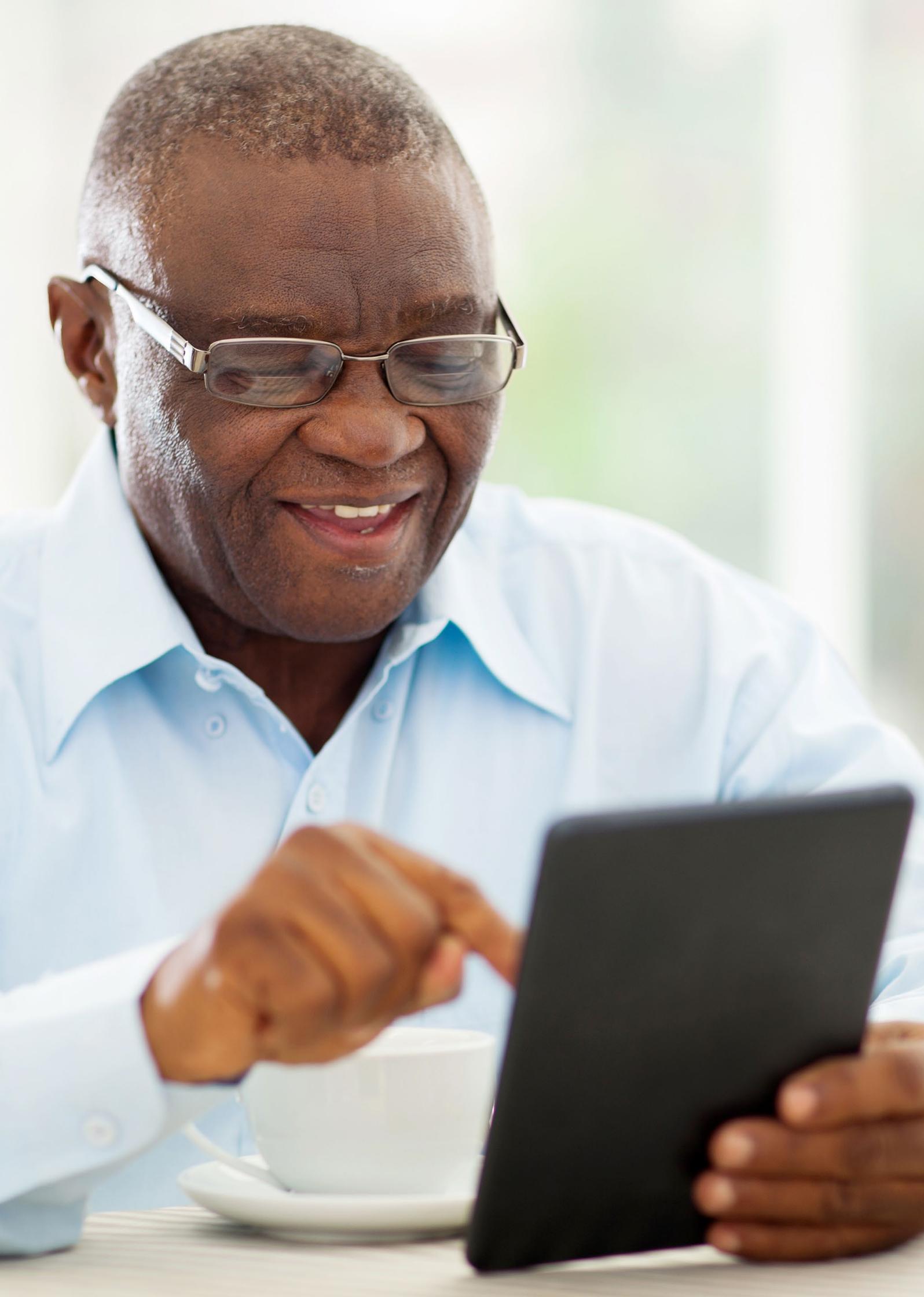
Phone: 020 8843 7945

Email: [action@richmondcvcs.org.uk](mailto:action@richmondcvcs.org.uk)

Website: [www.richmondcvcs.org.uk](http://www.richmondcvcs.org.uk)

## **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 three ways you can make a complaint:

- 1 Most complaints can be resolved 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 or their manager in the first instance. 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 contact us on 020 8891 7971.
- 2 Or you can complete an online complaint form on our website at: [www.richmond.gov.uk/have\\_your\\_say](http://www.richmond.gov.uk/have_your_say)
- 3 Or you can write to the Adults and Children's Complaints Team at:

### **Statutory Complaints Manager**

Ground Floor  
Civic Centre  
York House  
Richmond Road  
Twickenham  
TW1 3AA

Phone: 020 8891 7937

Email: [adultscomplaints@richmondandwandsworth.gov.uk](mailto:adultscomplaints@richmondandwandsworth.gov.uk)

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

# Complaints about health services

If your complaint concerns NHS South West London and St George's Mental Health NHS Trust, we can pass your complaint on to them, or you can get in touch with the trust yourself. Their details are:

## Chief Executive

Trust Headquarters

South West London and St George's Mental Health NHS Trust

Springfield University Hospital

15 Springfield Drive

London, SW17 0YF

Phone: 020 3513 6150

Email: [complaints@swlstg.nhs.uk](mailto:complaints@swlstg.nhs.uk)

If your complaint concerns the urgent care centre or wards at Teddington Memorial Hospital or community services, we can pass your complaint on to them, or you can get in touch with Hounslow and Richmond Community Healthcare NHS Trust yourself.

Their details are:

## Patient Experience Team

Hounslow and Richmond Community Healthcare NHS Trust

Thames House

180 High Street

Teddington

TW11 8HU

Phone: 0800 953 0363

Email: [pals.hrch@nhs.net](mailto:pals.hrch@nhs.net)

If your complaint concerns Kingston Hospital, West Middlesex Hospital or any other health service, we can pass on your complaint to them, or you can get in touch with South West London Integrated Care Board.

Their details are:

### **Complaints and Patient Advice and Liaison Service**

2nd Floor

Thames House

180 High Street

Teddington

TW11 8HU

Phone: 0800 026 6082

Email: [pals.hrch@nhs.net](mailto:pals.hrch@nhs.net)

If your complaint is about both Adult Social Care and NHS issues, then please contact either the council, using one of the three options listed on page 6, or NHS South West London or the Mental Health Trust, and we will work together to give you one combined response.



# 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. 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 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 we are able to meet you if that suits you better.
- Agree a complaint 'plan' if necessary, 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.

# What happens if you are still not satisfied?

If you feel your concerns have not been resolved, we will consider your reasons and investigate further if necessary until we are able to reach a final agreed resolution or agree no further progress can be made. You will be involved in every step.

## What help can you get?

You can get independent advice from Citizens Advice Richmond. They can also help you draft your complaint.

Phone: 0808 278 7873

Website: [www.citizensadvice-richmond.org](http://www.citizensadvice-richmond.org)

## Making yourself heard

An advocate is someone 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 an independent advocate, please contact the Complaints Team at [adultscomplaints@richmondandwandsworth.gov.uk](mailto:adultscomplaints@richmondandwandsworth.gov.uk) or call 020 8891 7937.

## Other help

You can also get in touch with your local Councillor or Member of Parliament, who will contact us on your behalf. You can do this in person, by phone, by letter or by email. You can find their contact details on our website at [www.richmond.gov.uk/councillors](http://www.richmond.gov.uk/councillors)



# 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 and Social Care Ombudsman. The Ombudsman will consider any complaint you have made and give you their views.

The Ombudsman will usually ask that you use the council's complaints procedure first and will only investigate complaints that are considered to be about maladministration - that is, inefficient or unfair administration.

You can write to the Ombudsman at:

## **The Local Government and Social Care Ombudsman**

PO Box 4771

Coventry, CV4 0EH

Phone: 0300 061 0614

Online form: [www.lgo.org.uk/how-to-complain](http://www.lgo.org.uk/how-to-complain)

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

## Further information

For further information complete our online enquiry form  
[richmond.gov.uk/make\\_an\\_adult\\_social\\_care\\_enquiry](http://richmond.gov.uk/make_an_adult_social_care_enquiry)



Visit our web pages

[www.richmond.gov.uk/adult\\_social\\_care](http://www.richmond.gov.uk/adult_social_care)

### Our contact details

Monday to Friday from 9am to 5pm.

**Telephone:** (020) 8891 7971

**SMS Phone:** 07860 034 792

**Email:** [adultsocialcare@richmond.gov.uk](mailto:adultsocialcare@richmond.gov.uk)

### Write to us at:

Richmond Upon Thames Council

Adult Social Care

Civic Centre

44 York Street

Twickenham

TW1 3BZ

For information on our Privacy Notice please visit

[www.richmond.gov.uk/data\\_protection](http://www.richmond.gov.uk/data_protection)

If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call: **(020) 8891 7971**