

comments, complaints and compliments



Wandsworth Council
Adult Social Services Department
Taking pride in improving lives

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About this leaflet

This complaint leaflet applies only to Adult Social Services complaints. For complaints about other council services, you should use the Corporate Complaints procedure. You can find out more about this on www.wandsworth.gov.uk/home/contactus or the *Customer Services and Information Team* can send you a leaflet.

Our commitment

The Adult Social Services Department tries hard to get things right to make sure that the services we provide are of the highest possible standard. From April 2009, a new, single approach to dealing with complaints about NHS and adult social care services helps us to deal with complaints more efficiently. It makes our services more effective, personal and safe. If your complaint involves more than one organisation, you will get one, co-ordinated response.

We want to **listen** and **respond** to your comments and complaints and learn from your feedback about how to **improve** our services and prevent future problems.

The Adult Social Services complaints procedure aims to:

- be open, accountable and fair
- focus on you, the client
- put things right
- find ways to continually improve

How can you contact us?

If you want to make a comment, complaint or to compliment Wandsworth Adult Social Services, you can contact us by telephone, email, or letter:

Address: Adult Social Services
Customer Services and Information Team
FREEPOST, Town Hall
Wandsworth High Street
London SW18 2PU

Email: ssdcomplaints@wandsworth.gov.uk

Freephone: 0800 023 2011

Fax: (020) 8871 7447

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If your complaint concerns the Mental Health Trust or if you have general questions and concerns about healthcare, or would like information about the NHS complaints procedure, you can contact:

Address: PALS (Patient Advice & Liaison Service)
Complaints and Improvements Department
St George's Healthcare NHS Trust
Blackshaw Road
SW17 0QT

Telephone: (020) 8682 5915

Email: complaints@stgeorges.nhs.uk

Or

Address: PALS (Patient Advice & Liaison Service)
Chelsea and Westminster Hospital NHS
Foundation Trust
369 Fulham Road
SW10 9NH

Telephone: (020) 8846 6727

Email: pals@chelwest.nhs.uk

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For information about other PALS offices, you can:

- Phone NHS Direct on 0845 46 47
- Phone your local hospital, clinic, GP surgery or health centre
Visit www.pals.nhs.uk

If you want to make a formal complaint about the Mental Health Trust, you can contact the complaints manager at:

Email: complaintsmanager@swlstg-tr.nhs.uk

Telephone: (020) 8772 5520

For complaints concerning primary care services (GPs, NHS dentists, pharmacists, opticians, Queen Mary's Hospital and Community NHS services/clinics) you can contact:

Address: Wandsworth Teaching Primary Care NHS Trust
Patient Services Dept.
3rd floor, Wimbledon Bridge House
1 Hartfield Road SW19 3RU

Email: comms@wpct.nhs.uk

Telephone: (020) 8812 7600



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How will your comments and compliments be dealt with?

When we receive your comment, we will write to thank you. A manager will let you know within 20 working days how we will put your suggestion into practice, or will explain why we can't.

When we receive a compliment, we will write to thank you and will pass your thanks to all people concerned. We will ensure that your thanks are recorded on their personal record of employment with us.

We will use all the information we receive from you to learn and improve our services.

How will your complaint be dealt with?

The time limit for making a complaint is 12 months from the date that you became aware of the problem. If you are unhappy about a service or the way you have been treated, raise this with the person concerned at Wandsworth Adult Social Services or their manager, or contact the *Customer Services and Information Team*.

Please let us know if:

- we tell you that we will do something but we do nothing
- we take too long to do something we have promised to do
- we tell you that we cannot help you, when you believe we should
- you think a member of our staff is disrespectful
- you are dissatisfied with any other aspect of our service

As soon as you let us know that you have a concern or complaint, we will contact you to agree the best way forward.

Your complaint will be acknowledged within 3 days, whichever way you decide to make it. It will be taken seriously and all efforts taken to resolve it quickly and effectively. We will agree with you the best way to reach a satisfactory outcome and to do this we will:

- go through the reason for your complaint step-by-step to make sure that we understand your concerns properly.

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- let you know the name and contact details of the person who will investigate your complaint.
- ask you what you would like to happen as a result of your complaint and tell you if we think this is realistic.
- let you know when you can expect a response

We can investigate a complaint at two levels:

Quick response

We hope that most concerns can be settled by talking to the person you usually see, as they will be in the best position to find an appropriate solution. If you tell them what it is that is worrying you, they will try to put things right as quickly as possible. It is important to give them all the information to enable them to assess your concerns correctly and resolve them quickly. If you are not able to sort things out with this person, your complaint should be passed to their manager. You can do this by talking to the manager in person, on the phone, or by writing to them.

Alternatively you can contact the *Customer Services and Information Team* (see page 6).

Full investigation

For matters that cannot be readily resolved by talking to the person you most often see - because they involve complex, serious issues or are taking too long to investigate - we will carry out a full investigation. The *Customer Services and Information Team* will work with the investigating officer to agree an action plan and discuss with you whether you might benefit from third-party assistance, such as an **advocate*** or another **support service***, and whether **mediation*** could help the process. We will contact you regularly - by phone, letter, emails or to update you on the progress of your complaint.

Your complaint will be investigated either by a manager of a different social care service department or by an independent person who does not work for the council. Whoever carries out the investigation will compile a report, which will include recommendations for improving the service, if appropriate, and which will be signed off by a senior manager.

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***Advocacy:** an advocate is a person 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 will support you in any meetings and discuss with you the decision from Wandsworth Adult Social Services about your complaint. An advocate can be someone who is specially trained for this job or can be a member of your family, a friend or someone you feel comfortable with. In the NHS, advocacy is provided by the Independent Complaints Advocacy Service (ICAS).

For your local office visit:

www.seap.org.uk/icas or ring 01424 457 601

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***Support services:**

You may also want to seek the support of your local councillor or Member of Parliament. You can also contact the following organisation:

The Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Their aim is to make sure that better care is provided for everyone, whether it is in hospital, in care homes, in people's own homes, or elsewhere. They regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. They also protect the rights of people detained under the Mental Health Act. They encourage people to comment on how health and social care services can be improved.

You can contact them if you think a service you are using could be improved or if you are worried about sharing your concerns and complaints with us.

Address	CQC National Correspondence PO Box 1258 Newcastle upon Tyne NE99 5AU
Telephone	03000 616161
Email	enquiries@cqc.org.uk
Website	www.cqc.org.uk

***Mediation**

We hope that most complaints can be resolved directly with you and that you are happy with the outcome. However, if your complaint is difficult to resolve, or if there is a breakdown in communication, mediation can be useful.

Mediation is a good way of resolving disagreements. We will appoint an impartial mediator, who has no connection with the council, with a view to helping us reach a conclusion that all parties agree with.

The mediator may spend time meeting each party separately to make sure he/she understands the complaint issues. They may then bring both parties together to discuss the problem. This process gives everyone a chance to think about how they could put the situation right and reach a satisfactory outcome.

Parliamentary and Health Service Ombudsman

If you are still not happy, you can ask the Parliamentary and Health Service Ombudsman to investigate the matter. The Ombudsman is an independent, free and confidential service that deals with 'maladministration'. This is when the council does something in the wrong way, does something they should not have done, or fails to do something they should have done. If they think this is the case, they will direct us to put things right. If we have upheld your complaint, but you are not happy with the outcome, they will make sure we have offered a fair and appropriate remedy. If they think the council has done everything possible to resolve the complaint, they will tell you.

Address	The Parliamentary and Health Government Ombudsman Millbank Tower Millbank SW1P 4QP
Telephone	0345 015 4033 (Monday to Friday, 9am - 4.45pm)
Fax	0300 061 4000
Website	www.ombudsman.org.uk



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Email: ssdcomplaints@wandsworth.gov.uk

Freephone: 0800 023 2011

Fax: (020) 8871 7447

If you have difficulty understanding this in English, please contact:

Wandsworth Interpreting Service: (020) 8672 1043/3649

English

Arabic

إذا واجهت صعوبة في فهمه باللغة الإنجليزية، فيرجى الاتصال بـ:
Wandsworth Interpreting Service: (020) 8672 1043/3649

যদি আপনার এটি ইংরেজিতে বুঝতে অসুবিধা হয় তাহলে অনুগ্রহ করে এখানে যোগাযোগ করুন: Wandsworth Interpreting Service: (020) 8672 1043/3649

Bengali

如果你看不懂英文版，請聯繫：

Wandsworth Interpreting Service: (020) 8672 1043/3649

Chinese

Si vous avez des difficultés à comprendre ce texte en anglais, veuillez contacter: Wandsworth Interpreting Service: (020) 8672 1043/3649

French

અગર તે અંગ્રેજીમાં સમજવી મુશ્કેલ લાગે તો મહેરબાની કરીને

Wandsworth Interpreting Service: (020) 8672 1043/3649 પર સંપર્ક કરો.

Gujarati

W razie problemów ze zrozumieniem tekstu w języku angielskim prosimy o kontakt z: Wandsworth Interpreting Service: (020) 8672 1043/3649

Polish

Se tem dificuldades em compreender isto em Inglês, por favor,

contacte: Wandsworth Interpreting Service: (020) 8672 1043/3649

Portuguese

Hadday kugu adag tahay inaad ku fahamto Ingriis fadlan la xiriir:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Somali

Si tiene dificultad para entenderlo en inglés favor contactar a:

Wandsworth Interpreting Service: (020) 8672 1043/3649

Spanish

இதை ஆங்கிலத்தில் புரிந்துகொள்வதில் சிரமம் இருந்தால் நீங்கள் தொடர்புகொள்ள வேண்டியது: Wandsworth Interpreting Service: (020) 8672 1043/3649

Tamil

Urdu

اگر آپ کو انگریزی میں اسے سمجھنے میں دشواری کا سامنا ہو تو برائے کرم رابطہ کریں:
Wandsworth Interpreting Service: (020) 8672 1043/3649

This leaflet is available in large print, braille or audio tape. For your copy contact (020) 8871 7016