

Adult Social Care



Reading
Borough Council
Working better with you

August 2018

Complaints, Compliments and Comments

How to let us know what you think of Adult Social Care and Community Mental Health Services in Reading

Improving our services by listening to you

We aim to provide the best possible service and are always looking for ways to improve. You can help us do this by letting us know what you think of the social care and mental health services you receive:

- **Tell us when we do well** - If you are particularly pleased with a member of our staff or the service we provide please let us know.
- **Tell us how you think we can make things better** - If you have ideas about how we can improve our services, big or small, please tell us. We can't promise to use every suggestion, but we do promise to listen and use what we can.
- **Tell us if you are unhappy with what we do** - Although we always try to do our best we know that from time to time things do go wrong.

If you are unhappy with the service you receive or the way you are treated by a member of our staff it is important that you tell us as soon as possible. Once we know something is wrong we can take steps to put things right.

We:

- value your feedback whether it is a complaint, compliment or suggestion
- promise to listen to what you tell us and take appropriate action to put things right and improve our services
- always try to learn from our mistakes

Please be assured that you will not be disadvantaged in any way if you make a complaint or comment about our service.

How to complain

The easiest and quickest way to tell us you are unhappy is to speak with the care worker you have most contact with or their manager. They will listen to your concerns and work with you to find a solution that everyone is happy with.

Alternatively you can contact the Customer Relations Team who are independent of operational services and will guide you through the complaint process.

What happens next?

We'll do our best to sort out the problem as soon as possible. If we can't do this straight away we will agree a plan of action with you about how we will deal with your concerns and how long we expect this to take.

We will take your individual needs and wishes into account as well as those of other people involved in the situation.

We will look into your complaint quickly and thoroughly and give you a detailed response once we have finished.

Can someone help me complain?

Yes, you can ask a friend or relative or someone with experience of representing other people's views (an advocate) to help you complain.

If you need help finding an advocate please contact the Customer Relations Team, who can arrange this service free of charge, or [Reading Citizens Advice Bureau](#)

Can I complain on behalf of someone else?

Yes, but we will need signed consent from the person to confirm they are happy for you to do this.

What can I expect when I complain?

You can expect us to listen to your concerns, investigate the situation fairly and respond to you in a professional way.

We will keep you informed of our progress and let you know if there is likely to be a delay or if we need to change the way we are trying to resolve your complaint.

We will learn from the complaints we receive and use the information to improve the services we provide.

Working in partnership

We provide some services in partnership with health services and other local organisations.

If your complaint involves one of our partner services we can arrange a joint investigation to ensure that you get an effective response to your concerns. We will of course ask your permission before we share your complaint with them.

What if I don't get a service from Adult Social Care Services or the Community Mental Health Team?

You can still complain if you are affected in some way by the work we do and have cause to complain. It is also helpful if you let us know if you are unhappy with care and support services provided by a private provider, especially if we are funding all or part of the help you receive.

We may not be able to resolve your complaint directly but we will help in any way we can.

What if I am still unhappy?

If you aren't satisfied with the outcome of your complaint please contact the Customer Relations Manager.

If you are still not satisfied with our response you have the right to take your concerns to the [Local Government Ombudsman](#) who offers a free, independent service investigating complaints about local council services.

You can also tell the [Care Quality Commission](#) (CQC) England's independent regulator of health and social care. They won't investigate individual complaints, but they will make sure our services meet the National Minimum Standards. If they are below standard CQC will take action to ensure that we improve.

Care Quality Commission Registered Services

Following a complaint /safeguarding investigation registered services are legally bound to conduct themselves in accordance with Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 20:

http://www.cqc.org.uk/sites/default/files/20150327_duty_of_candour_guidance_final.pdf

Useful contacts

The Customer Relations Team

Write to: Freepost RTLS–CKGX–RKLL, Reading Borough Council, Customer Relations Team, Civic Offices, Bridge Street, Reading RG1 2LU

Tel: 0118 937 2905

Email: socialcare.complaints@reading.gov.uk

The Local Government Ombudsman

Write to: PO Box 4771, Coventry CV4 0EH

Tel: 0300 061 0614

Web: www.lgo.org.uk

Care Quality Commission

Write to: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Citizens Advice Bureau

Visit: Minster Street, Reading RG1 2JB

Tel: 0344 411 1306

Web: rcab.org.uk

Advocacy Services

Visit: Healthwatch Reading, 3rd Floor, Reading Central Library, Abbey Square, Reading, RG1 3BQ

Tel: 0118 937 2295

E-mail: info@healthwatchreading.co.uk

Advice and guidance services (list from the Reading Services Guide):

<http://servicesguide.reading.gov.uk/kb5/reading/directory/shortlist.page>