

Adult Social Care Customer Feedback

Putting our
customers first



Your contact details

Name

Address

Postcode

Daytime Tel No.

Email:

Your Signature:

Date:

Are you making this complaint on behalf of someone else? **Yes** **No**

Do you have their permission **Yes** **No**

Name of person you are representing

Their Date of Birth:

Relationship:

Address

Postcode

The signature of the person you are representing

Have you complained about this before? **Yes** **No**

If **Yes** which Office/Member of Staff has been dealing with your complaint?

If **No**, prior to completing this form can you consider calling the
Complaints Helpline on **01902 553215**

What would you like to see as a result of your complaint?

Customer Feedback

Putting our customers first

Please tell us if you

- Are unhappy with the service you have received (complaint)
- Have received a good service (compliment)
- Have any suggestions for improvement of our services (suggestion)

How to make a complaint, compliment or suggestion

- Call **Customer Services** on **01902 553215**
- Email us at **adultsocialcarecomplaints@wolverhampton.gov.uk**
- Complete a form online at **www.wolverhampton.gov.uk**
- Write to the
**Customer Relations and Complaints Manager, Civic Centre,
St Peter's Square, Wolverhampton, WV1 1SH**
- Complete the form within this leaflet
- Call into the Civic Centre and speak with a customer services advisor

Adult Social Care and Health Complaints

Adult Social Care and Health Complaints are handled in line with The Local Authority Social Care Services and National Health Service Complaints (England) Regulations 2009.

The council provides a wide range of Adult Social Care services. We want to make sure that if we get things right we develop our service around these good examples and if we get things wrong we want to do better next time.

We want to hear your views, whether it's a suggestion, comment, compliment or complaint.

If you are unhappy in any way about anything to do with Adult Social Care or Health Services in Wolverhampton then you have the right to complain.

If the complaint also involves a service provided by Health colleagues, we will explain how this will be handled so that you can receive a single response.

Your complaint may be about:

- The quality of service you receive, or an assessment or decision
- A delay in providing a service, or the attitudes, actions or behaviour of staff.

Don't worry if your complaint does not seem to fit in with these, whatever it is about, let us know.

Healthwatch

If you have any feedback or concerns on health, public health or social care services, these can be shared with Healthwatch Wolverhampton.

Healthwatch will collect this information and use it to inform future service improvements.

For more information go to: <http://healthwatchwolverhampton.co.uk>

Healthwatch Wolverhampton

WVSC Building, 16 Temple Street, Wolverhampton WV2 4AN

Telephone: **01902 426271**

Email: info@healthwatchwolverhampton.co.uk

Alternative Formats

You can get this information in large print, Braille, audio or in another language by calling **01902 551155**

Data Protection Information

The Information provided is subject to the Provisions of the Data Protection Act 1998. Wolverhampton City Council, Wolverhampton Homes and Partners will use the information to monitor the fairness of services provided, plan and develop future services, and to assist in providing tailored services.

Information will remain confidential and is protected by the provisions of the Data Protection Act. Further information regarding the Data Protection Act 1998 is available on the Information Commissioner's Website – www.ico.gov.uk

Data Matching

This authority is under a duty to protect the public funds it administers, and to these end may use the information you have provided on this form for the prevention and detection of fraud.

It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, see www.wolverhampton.gov.uk/council/corporate/finance/corruption_fraud/nfi.htm

The council operate a two stage complaints procedure for Adult Social Care

Stage 1 - How we will deal with your complaint?

The legislation challenges us to resolve complaints speedily and efficiently and to keep you informed, as far as reasonably practicable, as to the progress of the investigation.

We will acknowledge the complaint not later than three working days after the day on which we receive it and we will offer to discuss with you how the complaint will be handled and how long this may take.

The complaint must be made no later than 12 months from the incident occurring, or of the incident coming to the attention of the customer.

The complaint process must be completed within 6 months of the complaint being received and a response sent which explains how the complaint has been considered and the conclusions reached. Hopefully most issues can be resolved much more quickly.

If an outcome cannot be reached in six months we will tell you and aim to complete the investigation as soon as it is practicable.

Stage 2 - Local Government Ombudsman

Stage 2 is the final stage of the council's complaints procedure. If you remain dissatisfied with the outcome of your complaint, you can contact the Local Government Ombudsman at:

Local Government Ombudsman
PO Box 4771, Coventry, CV4 0EH
Telephone: 0300 061 0614
Email: advice@lgo.org.uk

The council do however welcome the opportunity to bring your complaint to a resolution before you decide to contact the Local Government Ombudsman.

Here to help

If you are thinking of making a complaint and would like to speak with us, you can call the customer feedback helpline on 01902 553215

Exceptions

In some cases we may not be able to deal with your complaint directly. This may be because they are covered by different procedures.

The council will always offer advice and assistance to customers wishing to make a complaint. If it is not appropriate to treat an issue under the adult social care complaints procedure, as described above we will refer you to the appropriate procedure or we will advise you how to make a complaint elsewhere.

If you need help in making a compliment, comment or complaint we are here to help. We can arrange an interpreter for you, or advise you of independent organisations who may be able to help you. These include:

Wolverhampton City Council Carer Support Team

Telephone: 01902 553409

Age UK Wolverhampton

Telephone: 01902 572060

Email: mail@ageukwolves.org.uk

Citizens Advice Bureau

Telephone: 01902 572206

Mencap (*helping people with learning disabilities*)

Telephone: 01902 744969

Email: enquiries@wolvesmencap.org.uk

Rethink (*helps people with mental health problems*)

Telephone: 01902 779615

Email: info@rethink.org

If your concern also involves health care matters, then you can contact the Patients Advice and Liaison Service (PALS) for support in resolving any problems you may encounter.

Their telephone helpline number is 695362 / 695368

Email: rwh-tr.pals@nhs.net

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Equal Opportunities Monitoring - Under the Equality Act 2010, the council has a responsibility to ensure that it does not unfairly discriminate in the services it provides. In order to help us ensure that our Equal Opportunities policy is working, would you please provide the following information by ticking the appropriate boxes:

Sex/Gender Identity - Are you;

Female Male

Trans; Male to Female

Female to Male

Asian

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian *(please specify)*

Black

- African
- Caribbean
- Other Black *(please specify)*

.....
Mixed /Multiple Ethnic group

- White and Black African
- White and Black Caribbean
- White and Asian
- Any other Mixed background *(please specify)*

.....
White

- British
- Irish
- Gypsy/Traveller
- Any other White *(please specify)*

.....
Other ethnic group

Arab Any other *(please specify)*

Disability - Do you have a disability which affects your day to day activities, which has lasted or you expect to last at least a year? **Yes** **No** **Not Sure**

Sexual Orientation - Are you;

- Lesbian/gay woman Gay man Bisexual
- Heterosexual/straight Unsure

Religion - Are you; Buddhist Christian Hindu Jewish
 Muslim Sikh No Religion
 Any other religion *(please specify)*

Age - How old are you?

This information will be treated in the strictest confidence and will only be used for statistical monitoring, to ensure our services are accessible to everyone

Business Reply
Licence Number
RTSK-XSLZ-CSYB



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Adult Social Care Customer Feedback
City Of Wolverhampton Council
People Directorate
Civic Centre
St. Peters Square
WOLVERHAMPTON
WV1 1RT

wolverhampton.gov.uk 01902 551155

 WolverhamptonToday  @WolvesCouncil  WolverhamptonToday

City of Wolverhampton Council, Civic Centre, St. Peter's Square,
Wolverhampton WV1 1SH

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