



Adult Social Care

Making a complaint - a guide for people with learning disabilities

Is it all right to complain? Yes
Why? You have rights



- ◆ We want you to tell us what you think
- ◆ We will listen to you
- ◆ You can ask someone to help you tell us
- ◆ You will not get into trouble for telling us what you think

This leaflet tells you what to do to make a complaint, comment or compliment about Adult Social Care Services

Do you think?



You have rights



If you tell someone you are not happy and want something changed, this is a **COMPLAINT**

If you say how things could improve, this is a **COMMENT**



OR

If you tell someone you are happy and things are good, this is a **COMPLIMENT**



You can make a complaint or compliment on the forms at the back of the booklet

COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES

Sarah goes to a Day Centre during the week, and uses a minibus to take her.



For the past two months they have been late all the time.

Sarah is fed up. She wants to complain but is frightened.

COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES

Sarah tells her best friend Jill.

Jill says “don’t worry, it is all right to complain”.

But Sarah is still not sure because she is unable to read or write.

Jill tells her this is not a problem.

They both go to Sarah’s key worker who speaks to the people who organise the transport.



The minibus now arrives on time.



Joe has a problem

Joe lives with five other people.

One of them, Pete, is bossy.

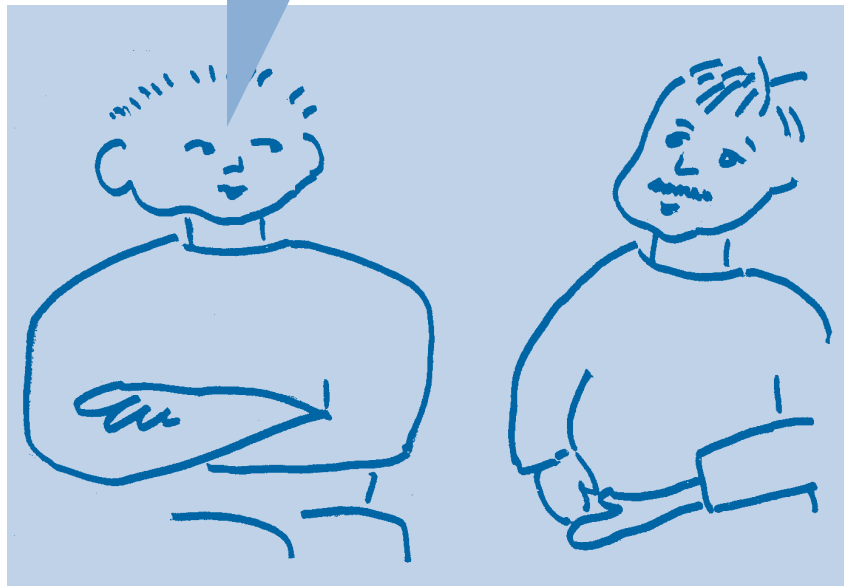
This upsets Joe.

So he spends most of his time in his bedroom.



Joe's friend John visits and asks why he spends all his time in his room.

Joe tells him.



COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES

Joe wants to be able to sit anywhere in the lounge.

But Pete always makes it difficult.
He sometimes changes channels on the TV to suit himself without asking others.

Joe is fed up and wants to complain.

Joe is glad he told his friend John. John has helped him to complete a complaints form.

Joe posts the form to the complaints officer.



COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES

The complaints officer visits Joe at home and brings everyone together for a meeting.

He listens to all and tries to find a way for all to live together happily.

Joe is happy now and so is Pete.



What happens to your complaints form?




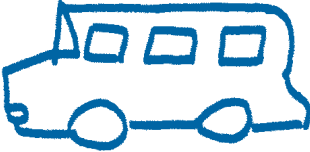




- ◆ Your form or letter is read by the complaints department
- ◆ Someone will come to talk to you to explain what happens when you make a complaint
- ◆ You will have a reply within 10 days. It may take a little longer to sort out your problem
- ◆ You should tell us if you are still not happy and your complaint will be looked into further. A full report will be sent to you within 25 days
- ◆ If you tell us you are still not happy the complaints manager will explain what else can be done about it

COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES

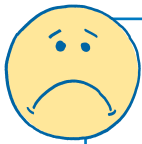


I am unhappy and want to make a **complaint** about:-

	Where I live <input type="checkbox"/> (Tick box)		Transport <input type="checkbox"/> (Tick Box)
	The Day Centre <input type="checkbox"/> (Tick Box)		Going Out <input type="checkbox"/> (Tick Box)
	Food <input type="checkbox"/> (Tick Box)		Something else <input type="checkbox"/> (Tick Box)

Name:.....

Where I live:.....



I am unhappy about:



It would make me happy if:


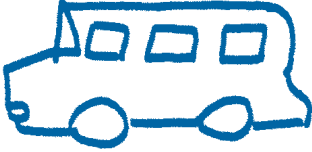




Please fill the form in and hand it to someone who can help you - like your Social Worker.

COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES



I am happy and want to make a **compliment** about:-

	Where I live <input type="checkbox"/> (Tick box)		Transport <input type="checkbox"/> (Tick Box)
	The Day Centre <input type="checkbox"/> (Tick Box)		Going Out <input type="checkbox"/> (Tick Box)
	Food <input type="checkbox"/> (Tick Box)		Something else <input type="checkbox"/> (Tick Box)

Name:.....

Where I live:.....

I want to say:

Please fill the form in and hand it to someone who can help you - like your Social Worker

COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES



If you are either pleased or unhappy with the way we have dealt with you, then you can contact the person in Adult Social Care who deals with complaints and compliments.

Sandra Jones

Customer Relations and Complaints Manager

Telephone: 01902 553203

Email: sandra.jones@wolverhampton.gov.uk

COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES

What would happen if you were not happy with the outcome of the complaints investigation?

You have the right to contact:

**Commission for Social
Care Inspection**

First Floor
Chapter House South
Abbey Lawn
Abbey Foregate
Shrewsbury
SY2 5DE

Telephone:

01743 284300

**Your Voice
(Advocate Services)**

Wolverhampton
Science Park
Technology Centre
Glaiser Drive
Wolverhampton
WV10 9RU

Telephone:

01902 824361

You can contact your local councillor.

If you do not know who your local councillor is, you can find out by asking any library or by telephoning **01902 555053**.

We hope that our Adult Social Care Services' complaints procedure will quickly resolve any problems you may have.

COMPLAINTS FOR PEOPLE

WITH LEARNING DISABILITIES

This information is produced by
Wolverhampton City Council.

If English is not your first language your
key worker can arrange for you to have an
interpreter to explain things to you.

This information can be made
available on request on audio tape.



Telephone: 01902 555496

www.wolverhampton.gov.uk

*We would like to thank people
from the Empowerment Service
and the Quality Action Groups
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