

We are listening

Adult Social Care Services



**Complaints,
Compliments
and Comments**



West Berkshire
COUNCIL

Who can make a complaint to us?

- Any adult who currently receives or has received a service from West Berkshire Council. There is a separate process for children and young people complaints. If another organisation is involved, such as a care provider, we'll also include them.
- If you are complaining on behalf of someone who is unable to make the complaint themselves, then we will want to understand their view of the issues you are raising.
- If the person you are complaining on behalf of is able to give their consent regarding the complaint, then we will need to seek this before proceeding.



Understanding the process

The Complaints Manager is here to help you. They will explain the complaints process and what it can do for you. They will help you make your complaint, but talking to them does not mean you have to make a formal complaint.

Complaining about an independent provider

If your complaint is about an independent care provider you should complain first to the manager of that service. If you have not been able to resolve your problems and West Berkshire Council arranged your care service, you can use our complaints procedure.



How to make a complaint

We aim to provide the best service to you and we like to know when we are getting it right. We also recognise that at times things can go wrong. When they do, we want to put things right quickly and use the experience to improve our services

for the future. Please note we cannot investigate complaints that are 12 months or over, or complaints that have already been through the complaints process. We also cannot investigate a complaint in cases which are being investigated or need to be referred to the Safeguarding Adults Team. Safeguarding enquiries will always take priority over the complaint. The complainant will be informed of the action taken and advised that they may pursue their complaint once the safeguarding enquiry is complete.

Your complaint can be submitted in writing, or talk to us using the contact details at the end, or register your complaint online.

There are 3 stages to the process

1

You should speak to your Care Worker or Manager responsible for the service you are unhappy with. They will try to sort out any mistake or misunderstanding straight away and resolve your complaint informally.

2

If we have been unable to resolve your complaint informally:

- we will acknowledge receipt of your formal complaint within 3 working days
- we will agree with you how your complaint will be handled and agree a timescale for a response

3

We will provide a written response to your complaint telling you what we found out and any further action that is needed.

If you are not happy with our initial response:

- we will discuss it with you and listen to what you have to say
- we will work with you to find a resolution

Still not satisfied

If you are not satisfied once we have completed our investigation you can ask the Local Government and Social Care Ombudsman (LGSCO) to look at your case. They are completely independent of the Local Authority and the Government. They will not usually take on a case which has not been through our complaints process. Anyone who funds their own care, including those using a direct payment, also has the right to refer their complaint to the LGSCO.

Contact details: Local Government and Social Care Ombudsman www.lgo.org.uk/make-a-complaint

Write to: PO Box 4771, Coventry CV4 0EH

Email: advice@lgo.org.uk Tel: 0300 061 0614

Compliments and comments

We value your comments and share compliments with staff. Please use the contact details to submit a compliment or comment about our Adult Social Care services, our organisation and our staff.

For more information contact:

The Complaints Manager, Adult Social Care,
West Berkshire Council, Market Street, Newbury, RG14 5LD

email: complaintsadultsocialcare@westberks.gov.uk

telephone: 01635 503391

website: www.westberks.gov.uk/complaintsaboutcare

Privacy Notice: We will use the information you provide to handle your complaint. More information on how we handle personal information can be found in our Adult Social Care Privacy Notice www.westberks.gov.uk/pnasc

We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call the Complaints Manager on Telephone 01635 503391.