

ADULT SOCIAL CARE SERVICES

Comments • Compliments • Complaints



**tell us what
you think...**

**we are here
to listen and
learn...**

**help us
to improve...**

Tell us your views on Adult Social Care in Shropshire



Shropshire Council is committed to providing the best service possible to you. We always welcome complaints, comments and compliments about our services in order to continually improve our service delivery.

- You may want to compliment someone who has helped you.
- Comment and make suggestions on how the council can improve.
- Or make a complaint if we have not provided the service you expected.

Who can make a complaint?

- The person who receives the service (the service user)
- Someone acting on behalf of the service user with their consent
- A friend or relative may make a complaint on behalf of a service user, (with the service users consent) if the service user does not have the capacity to make their own decisions.

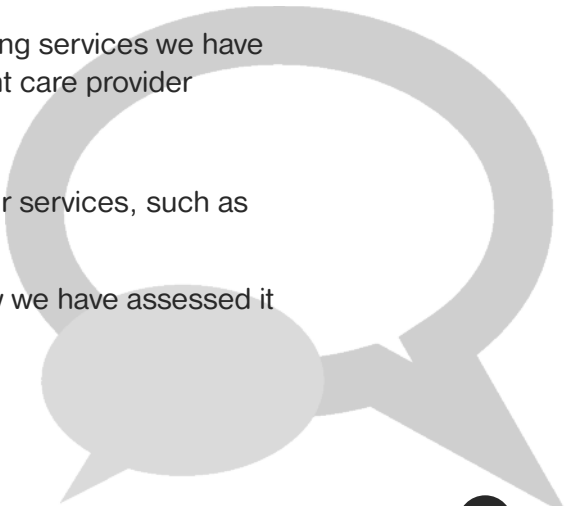
Who can help me make a complaint?

You can ask a friend or relative, a local councillor or an MP to speak to us on your behalf, or if you prefer you can ask us to put you in contact with an independent Organisation such as Citizens Advice Bureau, Age UK or we can help you with your complaint.

If you want to complain in person but have a disability that prevents you from doing so, we can arrange to visit you to gather the details of your complaint, or can telephone you to talk about the best way we can help you complain.

What can I complain about?

The sort of things you may want to comment or complain about might be:

- If you receive a poor quality service – including services we have arranged but are delivered by an independent care provider
 - Our staff's attitude or behaviour
 - Your assessment, care plan, or review of your services, such as our eligibility criteria (conditions)
 - The charge you pay for your service and how we have assessed it
 - Any service adult social care provides
- 

What to expect if you complain

If you have any concerns that cannot be resolved straightaway - this would usually mean within 24 hours - we will:

- Acknowledge your complaint within 3 working days.
- Discuss with you:
 - what you are unhappy about
 - what you would like to see happen as a result of your complaint
 - how your complaint will be investigated
 - how long it will take to complete
- Keep you informed if the investigation takes longer than originally agreed
- Keep in touch with you and check you are happy with the outcome
- Provide you with a final response in writing

You are welcome to have a friend or relative to help you with your complaint or if you prefer, you can ask us to put you in touch with an organisation, independent of the Council to support you.

What happens if I am not satisfied with the manager's response to my complaint?

If you are not happy with the manager's response to your complaint, you should contact the Complaints Officer straight away. We will discuss why you are still dissatisfied and what else you think should be done to put things right.

We will then discuss your concerns with the service manager responsible for that service and look at what was said in the reply to your complaint.

We can suggest a meeting with the service manager to talk over your concerns, or ask another manager to review your complaint and the response you have received.

If after the review you are still not satisfied with the outcome of your complaint you may approach the Local Government Ombudsman who will investigate your complaint.

Independent provider

If you receive a service which is provided on the council's behalf by a voluntary or independent provider you should make your complaint in the first instance to their local manager. If you feel unable to do this you can contact their Shropshire Council's Complaints Team, who will make a complaint on your behalf.

If you are not satisfied with the response you receive from the independent provider you can request that your complaint be looked at under Shropshire Council's formal complaints procedure.

Joint services

If your complaint is about services jointly provided by Adult Social Care and the NHS. We will liaise with the NHS (with your permission) to ensure that you receive a comprehensive reply which responds to all the issues you have raised in relation to both organisations. We will tell you who the key contact will be, which organisation will be responsible for providing you with the joint response and a date for when you will receive a response by.

Complaining about home care agencies and residential care homes

All registered care providers should have their own complaints procedure as required by the Care Quality Commission. If your complaint is about a home care agency, or a private residential care home, which adult social care services have commissioned we will send your complaint to the registered manager asking them to respond to you directly.

The provider is responsible for dealing with your complaint, but we will monitor their response. However if we are unaware of your complaint and you remain dissatisfied with how the provider has handled your complaint please contact Shropshire Council's Complaints Team.






How to report abuse towards a vulnerable adult

Phone us. If you have concerns about a vulnerable adult who you think may be suffering abuse, you can phone us on **0345 678 9021** Monday to Thursday, 9am to 5pm, and Friday 9am to 4pm.

Outside of these hours please phone the Emergency Social Work Duty Team on **0345 678 9040**.

If you think an adult is in immediate danger, call the emergency services on 999.

Let us know what you think by...

-  Going to our website at **www.shropshire.gov.uk/customerservice.nsf**
-  E-mailing us at **customer.feedback@shropshire.gov.uk**
-  Calling us on **0345 678 9000**
-  Filling in this leaflet and sending it to us at: **Feedback and Insight Team, Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, Shropshire SY2 6ND**
-  Or by dropping the completed form into one of our Customer Services Points.

Regardless of how you contact us, your confidentiality is paramount and if we need to share your information with any partners or outside organisations we will seek your consent first.

Sharing your views about Adult Social Care Services

I wish to make a ☐ Comment ☐ Compliment ☐ Complaint

Name:

Address:

Telephone/email:

Name of service user:

Their relationship to you:

Their address:

What is your comment, compliment or complaint:

What would you like us to do?: (continued)

Please fill in the questions below. Although not compulsory, they will help us to ensure that we're delivering a fair and equal service to all our service users.

Gender

☐ Female ☐ Male

Age

☐ Under 18 ☐ 18 - 25 ☐ 26 - 59 ☐ 60 - 74 ☐ Over 75

Ethnicity

☐ White British ☐ White Irish ☐ White Gypsy or Traveller ☐ White - Other

☐ White & Black - Caribbean ☐ White & Black - African ☐ White & Asian ☐ Mixed - Other

☐ Asian - Indian ☐ Asian - Pakistani ☐ Asian - Bangladeshi ☐ Chinese ☐ Asian - Other

☐ Black - African ☐ Black - Caribbean ☐ Black - Other

☐ Arab ☐ Any other ethnic group

If you have answered 'Other' for any of the above, please specify below.

Disability

☐ Yes – affecting mobility ☐ Yes – affecting learning disability ☐ No

☐ Yes – affecting hearing ☐ Yes – affecting mental ill-health ☐ No

☐ Yes – affecting vision ☐ Yes – another form of disability please specify below.

Where to go for more information

Feedback and Insight Team

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
Shropshire SY2 6ND
customer.feedback@shropshire.gov.uk

The Local Government

Ombudsman

PO Box 4771
Coventry CV4 0EH
0300 061 0614
www.lgo.co.uk or advice@lgo.org.uk

Age UK Shropshire Telford & Wrekin Advice hotline: 01743 233 123

Shrewsbury Office:
3 Mardol Gardens
Shrewsbury SY1 1PR
Monday - Friday 10.00am - 4.00pm
Tel: 01743 233 123
enquiries@ageukstw.org.uk

Telford Office:
Meeting Point House
Southwater Square
Telford Town Centre TF3 4HS
Monday - Friday 9.30am - 1.30pm
Tel: 01952 201 803
Information line: 01952 216 018
telford.enquiries@ageukstw.org.uk

North Shropshire Office:
Unit 2, 12 St Mary's Street
Whitchurch SY13 1QY
Tuesday - Friday 9.00am - 1.00pm
Tel: 01948 665 317
which.enquiries@ageconcernshrops.org.uk

A4U Advocacy and Advice Service

Louise House,
Roman Road,
Shrewsbury, SY3 9JN
advice@a4u.org.uk
Helpline: 01743 539201
Monday & Tuesday 10.00am - 1.00pm
Wednesday 10.00am - 12:00noon

Care Quality Commission

National Customer Service Centre:
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Fax: 03000 616171
Monday to Friday 8.30am and 5:30pm.

Ofsted

Piccadilly Gate,
Store Street,
Manchester, M1 2WD
Tel: 0300 123 1231

Shropshire RCC

Shropshire Carers' Support Service
01743 341995
carersupport@shropshire-rcc.org.uk

