



London Borough  
of Hounslow

# Making your experience count

Tell us what you think about  
our services

We want to hear from you with any:

- Compliments
- Comments
- Concerns
- Complaints

# Making your experience count

We want to hear what you think about the services we provide.

We have a duty to help everyone who uses our services, or would like to use our services, tell us about their experiences so that we can make improvements.

We want to hear from you with any:

<b>Compliments</b>	Tell us what we have done well.
<b>Comments</b>	Tell us how we could improve.
<b>Concerns</b>	Tell us what you are concerned about.
<b>Complaints</b>	Tell us what we have done poorly.

## You can expect that we will:

- want to hear what you have to say;
- give you straight-forward answers to your questions;
- consider what you tell us in a fair and non-judgemental way;
- always ensure your safety and wellbeing is our first priority;
- respond to your concerns and complaints in a timely and proportionate manner;
- resolve as many complaints as possible in the way that you tell us;

- not always be able to take the action you want;
- offer an alternative if we cannot take the action you want; and
- record your views and learn from your experience.

## **How to tell us about your experience:**

- Speak with service managers and staff who are working with you
- Contact the Customer Relations Team by telephone: **020 8583 3333** or fax: **020 8583 3071**
- Email us at: **crt@hounslow.gov.uk**
- Complete an enquiry form on our web-site: **www.hounslow.gov.uk**
- Write to us at: **Customer Relations Manager  
Community Services, Pavillion BF, Civic  
Centre, Lampton Road, Hounslow, TW3 4DN**
- Complete a customer comment card (available in service areas)

## **How we resolve complaints**

The Department of Health have issued guidance which requires us to resolve complaints as efficiently and quickly as possible.

The tool we use to achieve this is called a **Complaint Resolution Plan**.

# What is a Complaint Resolution Plan?

It is a plan which outlines the actions we agree with you in order for you to feel your complaint has been resolved.

We try to resolve most complaints quickly and directly with the service you are complaining about. It is your right to make a complaint. The service you receive will not be stopped or changed because you have made a complaint.

# What happens if I make a complaint?

Once you have made a complaint we will contact you within **3 working days** to discuss the:

- reason for your complaint;
- outcome you would like from your complaint; and
- actions we can take to resolve your complaint.

We will use to this information to agree a 'Complaint Resolution Plan' which we will post or email to you.

We will then write to you (usually within 20 working days) to let you know when the actions agreed in the plan have been carried out.

We hope that you will be satisfied with our response and feel that your complaint has been resolved. If you are not satisfied with our response you can contact the Customer Relations Team on **020 8583 3333**.

## Can I take my complaint further?

We hope we are able to resolve your complaint. If you are not happy with our final response you can contact the Local Government Ombudsman.

The Local Government Ombudsman delivers a free service which investigates complaints in a fair and independent way.

## What if I self-fund or have a personal budget?

The Local Government Ombudsman can now consider complaints from people who arrange and fund their own adult social care or have a personal budget. This means that everyone has access to the same independent Ombudsman service no matter how their care is funded.

How to contact the Local Government Ombudsman:

### **The Local Government Ombudsman**

PO Box 4771, Coventry CV4 0EH

**Telephone:** 0845 602 1983 or 0300 061 0614

**Text:** text 'call back' to 0762 480 4299

**E-mail:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

This service is fully independent of the Care Quality Commission (CQC). The CQC deals with complaints about registered services as a whole and does not consider individual matters.

How to contact the Care Quality Commission:

**Care Quality Commission** (London Office)

Finsbury Tower, 103 - 105 Bunhill Row

London EC1Y 8TG

**Telephone:** 03000 616161

**E-mail:** enquiries@cqc.org.uk

**Website:** www.cqc.org.uk

For more information on self-funding and personal budgets please contact the **Adult Access Team** (details at the end of this leaflet).

## Joint Management of Complaints with the NHS

The introduction of the 'Making Experiences Count' complaint procedure requires Community Services to work with NHS services to investigate and resolve complaints received about both organisations. If you believe your complaint needs to be investigated by both agencies please contact the:

**Customer Relations Manager**

Community Services

Pavillion BF, Civic Centre,

Lampton Road, Hounslow, TW3 4DN

**Telephone:** 0208 583 3333 (direct line)

**Fax:** 0208 583 3071

**E-mail:** crt@hounslow.gov.uk

# Useful Contacts

## **Adult Access Team**

41 New Heston Road  
Heston TW5 0LW

Telephone: 020 8583 3100

Email: [adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk)

Minicom: 020 8583 3186

## **Help in Hounslow**

Help in Hounslow provides advice and information on local services to help you get what you need.

The Albany Social Centre

Alexandra House, Albany Road,  
Brentford TW8 0NE

Monday - Friday, 9am - 5pm (excluding bank holidays)

Telephone: 0300 012 0246 (Local rate incl. mobiles)

Email: [info@helpinhounslow.org.uk](mailto:info@helpinhounslow.org.uk)

This leaflet can be supplied in different languages, large print, audio tape/CD or Braille. We welcome your comments and suggestions about our communications.

Contact the Communications Team:



020 8583 3535



[hcscommunications@hounslow.gov.uk](mailto:hcscommunications@hounslow.gov.uk)

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