



## What is this factsheet about?

This factsheet tells you how to complain if you are not happy with the service you are receiving.

It also tells you how to compliment, raise concern with, or comment on our services.

### We want to hear from you with any:

- **Comments** - Tell us about your experiences when using our services. We welcome all comments or suggestions.
- **Complaints** - We recognise that sometimes you may not be entirely satisfied with the services you receive. We will do all we can to resolve your complaints quickly and to an agreeable outcome.
- **Compliments** - We work hard to try and provide services that meets your needs. We are always happy to hear about the things we are doing well.
- **Concerns** - We are here to listen to your concerns and respect them. We may be able to use your experience to improve our services in the future.

### Tell us what you think about our services

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.

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:

There are a number of different ways you can get in touch with us:



## 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 three 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 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.

Tel: 0845 602 1983 or 0300 061 0614

Text: Text the words '*call back*' to 07624 804 299

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Remember...** We will always do our best to resolve your complaint quickly and efficiently.

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.

Tel: 03000 61 61 61  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

For more information on self-funding and Personal Budgets please contact the Adult Access Team (details below).

## **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.

Tel: 020 8583 3333 (direct line)  
Fax: 020 8583 3071  
Email: [crt@hounslow.gov.uk](mailto:crt@hounslow.gov.uk)

**Remember...** By telling us what we are doing well you can help us improve our other services.

## **Useful Contacts**

### **Adult Access Team**

41 New Heston Road  
Heston TW5 0LW.

Tel: 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)

Tel: 0300 012 0246 (Local rate, including mobiles)

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

For details of all London Borough of  
Hounslow services, visit our website at:  
**[www.hounslow.gov.uk](http://www.hounslow.gov.uk)**

### Translations and accessible formats:

ترجمے کی مفت سہولت اور آسان دستیاب خدمات  
अनुवाद की मुफ्त सेवा उरजमे दी मुहडत सेवा



**020 8583 2299**