

Tell us

what
you think

Complaints, comments,
concerns and compliments
about adult social care
in Hampshire



Hampshire
County Council



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concerns and compliments
about adult social care
in Hampshire

Contact details

You can contact us in the following ways:

Post: You can write a letter or fill in the form at the middle of this leaflet, and send it to the Complaints and Customer Care Team at the address below. You don't need a stamp.

Freepost SO2077
Complaints and Customer Care Team
Adult Social Care
Winchester SO23 8BR

Telephone: You can also phone Hantsdirect on 0845 603 5630.

Calls to 0845 numbers will cost between 4p (local rate) and 6p (national rate) per minute for BT customers. Calls made using other service providers or mobiles may cost more. Alternatively call 01329 225390 - standard and local call rates apply to this number.

Fax: 01962 846641

**Minicom/
Typetalk:** 0845 603 5625

Email: adultservices.complaints@hants.gov.uk

Website: www.hants.gov.uk/adult-services/adults-contact

If you prefer you can make an audio tape, CD, video or DVD to tell us about your complaint.

This leaflet is available in other formats, such as large print, audio, Braille, Word documents for screen readers, another language or easier to read. Please contact 0845 603 5630.

Tell us what you think

Complaints

Complaining can seem difficult, and some people worry that it might make matters worse, but by telling us, you can help us to help you.

Although it may not always be possible to provide everything you want, by knowing about your complaints we can work together to try and put things right.

It is important that you let us know of your complaint as soon as it arises so it can be dealt with promptly. We may not be able to consider complaints made after one year of the event that gives reason for the complaint.

Compliments

If you are happy with any part of the service you receive, then please tell us. Our staff can't accept gifts, but if you want to recognise their work or to say thank you, then you can write to us, fill in the form at the middle of the leaflet, or tell a member of staff, and we will record your views, and pass them on to the people involved.

Comments and concerns

If you have any concerns over any aspect of our services, or you wish to make any comments or suggestions on how we can improve, then please use the form at the middle of this leaflet.

What you can expect from Adult Services

Our approach is about listening, responding and improving. By listening to your experiences, we can resolve mistakes faster, learn new ways to improve, and hopefully prevent the same problems from happening in the future.

- We will treat you with respect and dignity
- We will take your concerns seriously
- We will always try to sort out your concerns as quickly as possible
- We will make sure that you have adequate support

What we can learn from your feedback

By listening to people about their experiences, we can resolve mistakes faster, and can learn or develop new ways to make improvements to our services.

Making a complaint

If you are unhappy about something or want to complain, speak to someone as soon as you can – there might be something that can be done straightaway to sort it out.

Providing support and advocacy

If additional support is needed to help you make your complaint, we will make sure that you get this. Contact the Complaints & Customer Care team for more information.

Frequently asked Questions

1 Who can make a complaint, comment, or compliment, or lodge a concern?

Any adult who:

- is already receiving support
- we have a duty to provide support to
- might need support; or
- is making the complaint on your behalf, for example a carer, relative or representative.

2 What if I need help to make a complaint, comment or compliment, or lodge a concern?

If you need help with your complaint please contact us, and we can help you find an advocacy service (someone who will act on your behalf).

3 How can I complain about a registered care home or independent provider?

First of all, ask the provider of the service for a copy of their own complaints procedure and use this. If you have tried or do not want to approach the independent provider directly, please contact us and we will see if we can help.

The Care Quality Commission regulates and inspects these services.

Their contact details are:

The Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PE

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

4 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 and Customer Care team straightaway. We will discuss why you are still dissatisfied and what else you think should be done to put things right.

We will write to explain what further action, if any, we can take to resolve your complaint. If your complaint is very complex, we may decide that it should be further investigated. If you are not satisfied with the final decision, or the way the local authority have dealt with your complaint, you may contact the Local Government Ombudsman directly.

You can also contact the Local Government Ombudsman at any time. The contact details are:

Local Government Ombudsman
PO Box 4771
Coventry
CV1 0EH

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Completing the form

Contact details

Please fill in the details of your complaint, comment, concern, or compliment and remove the form by pulling it out from the middle of this booklet, and send it to the Complaints & Customer Care team. You don't need a stamp.

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