

Listen to Me Adult Social Care services

A short guide to complaints, compliments, comments procedure



Easy read version



Coventry City Council

ONE
COVENTRY

What the words mean



comment

something you want to say



complaint

tell someone you are not happy with a service



compliment

tell someone you are happy with a service



formal complaint

a complaint that somebody will answer in writing



investigating officer

the person at the council who looks into a complaint

How to make a **complaint**



You have the right to get a good service and the best support from us.



Listening to your views is important and helps us put things right and make our services better. So we always want to hear about what is important to you.



It is important to let us know if something is wrong as soon as you can. We can't look at a complaint about something that happened over 12 months ago.



We can't look at a complaint again, if we have already looked at it before.

What you should do:



1. Speak to the worker or manager who is responsible for the service you are unhappy with. They may be able to put things right.



2. If they can't put things right, you should make a formal complaint.



After we get your formal complaint, we will contact you within 3 days. We will tell you how we are looking into your complaint.



We will try to reply within 20 days.



We will think about what you said and see if we need to do anything.



3. Our reply to your complaint will tell you what we have decided and what we will do. The investigating officer will send you our final answer.



If you are not happy with the reply from the council you can contact the Local Government and Social Care Ombudsman.



The Ombudsman is a person who looks at lots of complaints about local councils. They can only look at your complaint after we have looked at it.

Who can make a complaint?



- anyone who receives a service provided by the Council's Adult Services



- anyone who **is** affected by things we:
 - have done,
 - have not done,
 - or have decided



- anyone who **might be** affected by things we:
 - have done,
 - have not done,
 - or have decided



- anyone who is acting for someone who can not complain themselves. This could be because of a disability, or how much they can understand, and they have their written consent to do this

Comments and compliments



We would like to hear how our services have been for you.



A **comment** tells us what you think about our service



A **compliment** tells us what you think is good about our service



You can call **08085 854333** to **comment** or to give us a **complaint** or **compliment**



Or you can email:

adulthoodsocialcarecustomerrelations@coventry.gov.uk



You can write to the Complaints Officer at:
Coventry City Council
PO Box 7097
Coventry CV6 9SL



You can fill in our online form at:

www.coventry.gov.uk/form_speakup

Contact Adult Social Care Direct:



Call: **024 7683 3003**



Or email: ascdirect@coventry.gov.uk



Or email: ascdirect@coventry.gov.uk



Speech impairment, deaf or hard of hearing?
You can call using Next Generation Text
(also known as Text Relay and TypeTalk):
18001 024 7683 3003



If you are still not happy with our reply,
you can contact:
www.lgo.org.uk/make-a-complaint



Telephone: **0300 061 0614**
Text “call back” to: **0762 481 1595**



Write to: **PO Box 4771, Coventry CV4 0EH**



Email: advice@lgo.org.uk