

Customer Care and Citizen Involvement Team



**Comments, compliments and complaints
– your views are important**

Adult services



Comments, compliments and complaints

Your views are important to us because we want to give you the best services we can. We always want to hear about your experiences of our services.

By listening to you, we can find out how well we are doing, know what we are doing right and learn how to improve our services, so please give us your opinion.

Comments

Please tell us any ideas or suggestions you have for how we could improve our services.

Compliments

We enjoy being told when we get things right, and we enjoy telling our staff when they have done a good job.

Complaints

If something goes wrong when we are working with you, you should tell us. We can then try and put things right and improve our services in the future. We take all complaints very seriously.

Who can make a complaint?

You can make a complaint if you:

- use any of our services;
- feel you should be able to use our services; or
- are a carer or you are acting on someone else's behalf.

If you are making a complaint on behalf of someone who uses our services, we will check that they have given you their permission to make the complaint.

Independent advocates

If you need an independent advocate (representative), the Customer Care and Citizen Involvement Team can arrange for one free of charge to help you speak up and promote your rights and interests.

Other organisations

You may want to speak to other organisations for advice and support about making a complaint. You can phone the Birmingham Carers' Centre on **0121 675 8000** or get in touch with Citizens Advice at **www.citizensadvice.org.uk**.

Nursing homes, residential care homes, private clinics, hospitals and mental-health nursing homes, domiciliary care and nursing agencies are registered by the Care Quality Commission (CQC). If we get a complaint about any of these services, we are responsible for working with the CQC to deal with the complaint.

The Care Quality Commission
Care Quality Commission West Midlands
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Phone: **03000 61 61 61**

Interpreters

We can provide you with an interpreter if your first language is not English. We do not charge you for this.

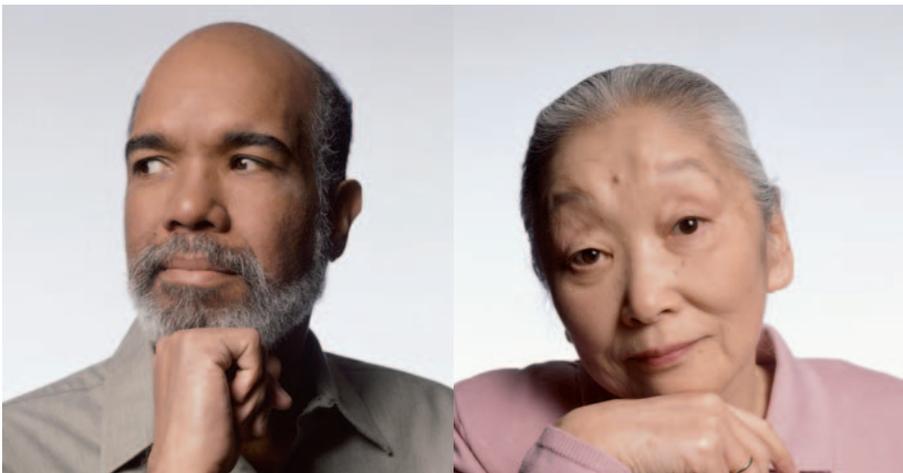
What can I complain about?

You may want to complain about any of the following.

- If we don't offer you a service that meets your needs.
- If we decide that you can't use one of our services.
- If we take too long to do our job or provide a service.
- If our staff do not behave in the way that you expect, for example if they are rude or you think you have been treated unfairly.
- If you do not agree with a decision we have made.
- If you think we have not involved you enough.

Your rights

You have the right to be treated fairly, with respect and dignity, whatever your ethnic group, sexuality, disability, age, culture, sex, religion or belief when you contact us about your views.



Our staff have a responsibility to help people who use our services, and their carers, to tell us how they feel about the service they get.

Our complaints procedure

From 1 April 2009, the NHS and adult social care services introduced a new way of dealing with complaints.

This new complaints procedure has been designed to do the following.

- **Listen** to you, ask for your views, find out what you need and agree a clear plan of action.
- **Respond** to your complaint, deal with complaints more effectively, provide support and advice when you complain, and provide an independent advocate (someone who can speak on your behalf) if you need one.
- **Improve** our services, use information to make our services better and improve training and learning for staff.



What should I do if I want to make a complaint?

Informal stage

You may want to talk about your complaint informally with the staff who are providing the service. We encourage you to do this, as you may be able to sort the problem out at this stage. If you do not sort the problem out within 48 hours, we will look into it.

If you have already done this, or if you feel you want to make a complaint directly to us, please fill in the form at the back of this leaflet. (It is free to send the form back to us.) Or, you could phone us on **0121 303 5161** (choose option one).

Stage 1 Making your complaint to us

We will speak to you about the best way for you to deal with your complaint, and agree the next steps with you.

We might suggest that you speak to staff from the service you are complaining about, or arrange a meeting with you, a senior member of staff and a member of staff from the Customer Care and Citizen Involvement Team.

We will do our best to sort out your complaint, but if you are still not happy at the end of this stage, you can refer your complaint to the Local Government Ombudsman.

Stage 2 Local Government Ombudsman

The Local Government Ombudsman is an independent service that investigates complaints about councils.

You can ask them for advice at any time, but they will usually pass the complaint back to us if you have not gone through our complaints procedure first.

They will look at your complaint and decide whether to investigate.

For complaints about adult social care services, contact the Local Government Ombudsman as follows.

**The Local Government Ombudsman
Advice Team
PO Box 4771
Coventry
CV4 0EH**

Phone: 0300 061 0614

Website: www.lgo.org.uk

Fax: 024 7682 0001

Email: advice@lgo.org.uk

Or, you can text 'call back' to 0762 480 4323.



Data protection

We follow the Data Protection Act 1998.

For more information, contact us.

Phone: **0121 303 4876**

Email: **DP.Contacts@birmingham.gov.uk**

Website: **www.birmingham.gov.uk/dataprotection**

More information

For more information, contact us at:

**Customer Care and Citizen Involvement Team
Adults and Communities Directorate
Birmingham City Council
PO Box 16465
Birmingham
B2 2DG**

Phone: **0121 303 5161**

Fax: **0121 303 7208**

Email: **customercareteam@birmingham.gov.uk**

Website: **www.birmingham.gov.uk/AdultCustomerCare**



Corporate member of
Plain English Campaign
Committed to clearer communication.

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If you would like a copy of this leaflet in another language, in large print, in Braille, MP3 or CD, please phone us on **0121 464 3123** or email **accommunications@birmingham.gov.uk**

www.birmingham.gov.uk/adults