

## **Adult Social Care Complaints Policy and Procedure (shortened)**

We are always looking for ways to improve the services we offer to you. You have a right to make a complaint if you are not happy with services you received from Adult Social Care.

### **Who can complain?**

- Individuals accessing support from Adult Social Care
- Someone for whom the Council has a power or duty to provide or secure the provision of a service, and this need for a service has come to the attention of the Council;
- People whose needs have been the subject of an assessment within one or more of Adult Social Care Services.
- People whose possible need for a service has been notified to the service area.
- People who wish to dispute the service's assessment of their mental capacity.
- Someone in receipt of direct payments from the Council for services.
- Family members, friends, carers, advocates or representatives of people in any of these groups, providing that it is established as far as possible that the customer who uses our services agrees with the complaint.
- People who are or might be affected by an action or decision which is the subject of a complaint.

Where the complaint is being made on behalf of another person:

- Telford and Wrekin Council will consider representations including complaints made to us by any customer or third party who is contacting us on the customer's behalf.
- Where the customer who uses our services has capacity (i.e. the ability to receive, understand and process information given and can make a decision) then written permission should always be obtained.
- Where the customer lacks capacity (within the meaning of the Mental Capacity Act 2005) then Power of Attorney documentation should be requested.
- We will also consider representations from Formal Authorised Representatives.
- The Council must be satisfied the person making the complaint is a suitable person, and is making the complaint in the best interests of the person on whose behalf the complaint is being made.
- Responses will be proportionate based on the individual circumstances of the case.

### **How do I make a complaint?**

The Customer Relationship Team is there to explain to you what will happen with your complaint. You can contact them by:

- Telephone 01952382006
- E-mail [customer.relationship@telford.gov.uk](mailto:customer.relationship@telford.gov.uk)

You are entitled to have the support of an advocate and we can help you get in touch with one.

## **Complaints made on behalf of an individual with written permission?**

- A person providing care to a customer who uses our services without being employed for that purpose (private carer).
- Family member or relative of the customer
- Any other person having sufficient interest in the customers wellbeing to warrant their making representations on their behalf (staff may make a complaint on behalf of a customer who uses our services, where there is no other person able to do so and there is a duty of care).
- Elected Councillor, MP and MEP

## **What can I complain about?**

- An unwelcome or disputed decision;
- Concern about the quality or appropriateness of service;
- Delay in decision making or provision of services;
- Delivery or non-delivery of services including complaints procedures;
- Quantity, frequency, change or cost of a service;
- Attitude or behaviour of staff;

## **What happens to my complaint?**

All complaints are looked at individually.

You should make a complaint as soon as it happens, if you report it more than a year after, it may not be looked at. This doesn't mean that you shouldn't let us know about things that happened more than one year ago.

If we will not look at a complaint you will be told the reasons why and also about your right to contact the Local Government Ombudsman. Find out more at [www.lgo.org.uk](http://www.lgo.org.uk).

An initial assessment of the complaint completed to determine the issues, the severity and the potential impact and to identify any other organisations that may be involved.

Either through the acknowledgement or by means of direct contact, complaints staff will in the first instance, if appropriate, offer the complainant the opportunity to meet to discuss the matter or to establish his/her desired outcomes. We aim to acknowledge your complaint within 3 working days.

Telford and Wrekin Councils Adult Statutory complaint process is a one stage process; however, if we can resolve your concerns within 24 hours, it does not need to follow this formal process.

Your complaint will be investigated by a Manager. Following the investigation, a copy of the investigation report is submitted to the Service Manager who will respond to the complaint within a mutually agreed timescale, which will be no longer than 6 months.

If you remain dissatisfied with the response you have received you can then contact the Local Government and Social Care Ombudsman [www.lgo.org.uk](http://www.lgo.org.uk).