



# Comments Compliments Complaints

about Adult Social Services



INVESTOR IN PEOPLE



**Havering**  
LONDON BOROUGH

## Introduction

Havering Council provides a wide range of services to many people, and we aim to deliver these services to the highest possible standards. We would like to hear any comments about our service and anything you would like to compliment us about. We are also aware that things go wrong, and that you may not always be satisfied with a service we have provided to you. We are committed to listening to our customers, so that we can make improvements.

Adult Social Care complaints falls within the legal framework outlined in the 'The Local Authority Social Services and National Health Service Complaints (England) Regulations'

## We want to hear your views about Adult Social Services

- **ARE YOU** satisfied about the standard of service you have received?
- **HAVE YOU** been treated politely and fairly?
- **ARE YOU** happy with the services you have received or a particular member of staff or team?
- **HAVE WE** not provided a service you are entitled to?
- **ARE YOU** unhappy with the action we have taken?
- **HAVE YOU** been discriminated against in relation to your gender, race, disability, sexual orientation, age or religious beliefs?

## If you would like to make a comment, complaint or compliment about our services, you can:

- write to:  
**Senior Complaints and Information Officer**  
**London Borough of Havering**  
**Social Care Complaints**  
**Town Hall, Main Road, Romford RM1 3BD**
- telephone: **01708 432589**
- complete this leaflet  
(Alternative languages and formats available, see overleaf)
- fax: **01708 434114** or
- email your complaint to:  
**[social\\_services\\_info\\_complaints@haverling.gov.uk](mailto:social_services_info_complaints@haverling.gov.uk)**

## What happens when I make a complaint

When you make a formal complaint we will contact you to ensure that we understand fully. Where possible, we will also discuss what you would like to happen to help resolve your complaint.

- We will aim to acknowledge your complaint within 3 working days.
- Your complaint will be assessed to decide how it will be handled. A member of the Social Care Complaints Team will discuss and agree this with you.
- We will aim to respond to your complaint within 10 – 20 working days.
- If your complaint involves another agency, e.g. health, home care services or residential/nursing home we will discuss this with you and the relevant agency to agree how the complaint should be handled. We will aim to respond within 25 working days.
- If your complaint is assessed as requiring an independent investigation, this will be discussed and agreed with you. We will aim to respond within 25 – 65 working days.
- Mediation may be considered as a way to help resolve your complaint and this will be discussed with you if appropriate.
- We will keep you informed about the progress of your complaint and discuss any changes to the handling of your complaint with you.

## Do you need help with your complaint?

If you need any assistance, please contact us and we will arrange an advocate for you.

## What can I do if I am still not satisfied?

If you are unhappy with the outcome of your complaint you may contact the Commissioner for Local Administration (Ombudsman) to have your complaint considered by:

- writing to the **Local Government Ombudsman (LGO)**,  
**PO Box 4771, Coventry CV4 0EH**
- telephoning **0300 061 0614** (Mon - Fri 8.30am - 5.00pm)
- faxing **024 7682 0001**
- texting '**call back**' to **0762 480 3014**
- using a text phone via the **Text Relay service** (formerly Typetalk)
- using the online form **[www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)**

Please note you have the right to go to the Ombudsman at any time. However it is likely that you may be referred back to the local authority to first allow the complaint to be investigated locally.

# Comments/Compliments/Complaints form

Name	
Address	
Postcode	
Home Tel	Work Tel
Email	

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please tick appropriate boxes

Comment       Compliment       Complaint

Are you making a complaint on behalf of someone else?     Yes     No

Do you have their permission?     Yes     No

If yes, represented person's signature of consent \_\_\_\_\_

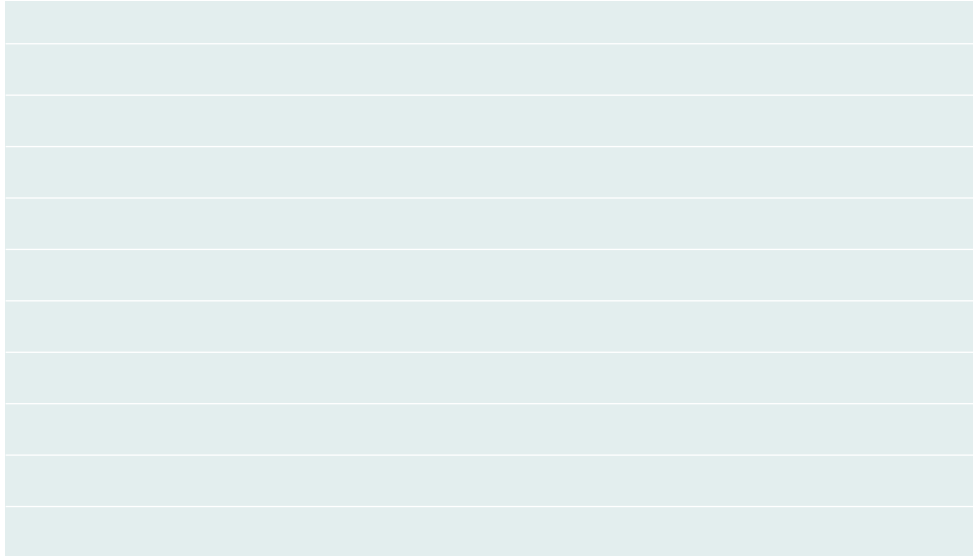
Name of person you are representing
Address
Postcode

Please use this form to write your comments, compliments or complaints. Give dates/places of particular events, and name(s) of staff involved, if known. Please continue your complaint/comment/compliment on an additional sheet if necessary.

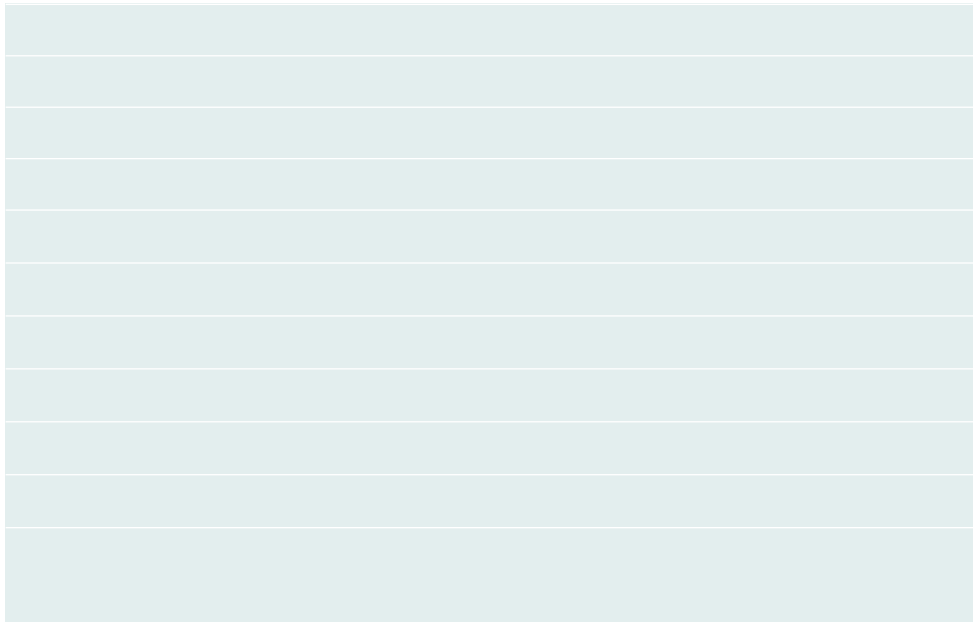

tear here



Continued



Your suggestions to resolve the complaint



We are required to monitor access to the complaints process and would appreciate if you could complete the information on the back of this leaflet. Information is treated confidentially and not used when investigating your complaint. Thank you.

fold here

When completed, tear where indicated, moisten gum, fold, seal and send.

moisten gum, fold, seal and send.

## Fair and equal access

Please can you complete the following monitoring information.

Are you  Male  Female

Are you disabled?  Yes  No

Religion  Christian  Jew  Muslim  Sikh  Hindu  Other

Age  18-24  25-34  35-44  45-54  55-64  65+

## Ethnic Origins Please tick appropriate box

- White British
- White Irish
- Any other White background
- Traveller of Irish Heritage
- Gypsy / Roma
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background
- Asian
- Asian British
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
- Black British
- Caribbean
- African
- Any other Black background
- Chinese
- Any other ethnic group

## Alternative languages and formats available

If you would like to receive copies of this document in large print, braille, audiotape format, or if English is not your first language and you would like to see this document in your preferred language, please complete the form below and send the whole leaflet to:

London Borough of Havering  
Adult Social Care Complaints  
Town Hall, Main Road  
Romford RM1 3BB  
Tel: 01708 432589  
Textphone: 18001 01708 434343

- اوردو / Urdu     ਪੰਜਾਬੀ / Punjabi     Shqip / Albanian  
 हिन्दी / Hindi     Türkçe / Turkish     Somali
- Please translate into.....

Name
Address
Postcode

Business Reply Plus

Licence Number

RSRA-GZUR-ULHE

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London Borough of Havering  
Adult Social Care Complaints  
Town Hall  
Main Road  
Romford  
ESSEX  
RM1 3BB