

Compliments, Comments and Complaints Giving us Feedback on Adult Social Care

What you think about our services and hearing about your experiences, both good and bad, will help us to improve the way that we work to plan for the future.

When you are happy with a service we would like to hear from you.

If you have a problem, are dissatisfied with a service or the way that you have been treated, including if you feel that you have been treated unfairly on grounds of race, gender, religion, sexuality or age, please tell us so that we can put things right and make sure that it doesn't happen again.

You can:

- Speak to any member of staff who will make sure your information is passed to the right person.
- Write to us at Department of Community Services, County Hall, Trowbridge, Wiltshire, BA14 8JN
- Complete a compliments, comments or complaints form
- Go to Wiltshire Council's Website www.wiltshire.gov.uk and complete an online compliments, comments and complaints form.
- Contact the Social Care Helpdesk on **0300 456 0111**
- By email to socialcarehelpdesk@wiltshire.gov.uk

We will listen to what you have to say and respond to you in a helpful and professional way. If you make any comment or complaint you will not be disadvantaged in any way.

Our aim is to listen, respond and improve. We aim to do this by:

- **helping you to give us your views**
- **dealing with complaints more effectively**
- **using the information received to learn and improve**

Many complaints can be sorted out by speaking to the member of staff who usually works with you, or their manager. It is always helpful if you can tell us what you would like us to do about your complaint. If you are not happy with the response you have received or prefer not to go to them, you can contact the Complaints Manager on **01225 713953**. They will help you find the best

way to get things resolved and help arrange any support that you need to make your complaint.

Our aim is to resolve concerns at the earliest stage. We will do this through **LOCAL RESOLUTION**

Complaints Process

1. We will contact you within 3 working days to ask: What has happened? What should have happened? And how we can put things right. If we can agree a resolution immediately we will. If not we will make further investigations.
2. We will agree a timescale with you to investigate the concerns you have raised.
3. If we need to share any information about your complaint we will ask your permission.
4. We will ask if you need any support or have any communication needs.
5. We will send you a final report. This will focus on the findings and the learning identified.

If you are still not satisfied, you can ask the Health or Local Government Ombudsman to review the matter.

If an issue is about an NHS service, you can contact the Health Service Ombudsman by:

visiting **www.ombudsman.org.uk**

calling the complaints helpline 0345 015 4033 (Mon–Fri 8:30am–5:30pm)

emailing phso.enquiries@ombudsman.org.uk

If an issue is about an adult social care service, you can contact the Local Government Ombudsman by:

visiting **www.lgo.org.uk**

calling the LGO Advice Team on 0845 602 1983 (Mon–Fri 8:30am–5:00pm)

emailing: advice@lgo.org.uk