

Complaints, Comments and Compliments about Adult Services



Tell us what you think about Adults Services. Your views are important and help to improve our services



For a free translation of this leaflet call **020 7641 3482**

For a large print copy of this leaflet call **020 7641 3482**





It's OK to complain

We provide a wide range of services for adults in Westminster. We want to hear your complaints, comments and compliments. Tell us when our services are good and when we could do better.

All Councils are currently delivering services with greatly reduced financial help from the Government. We are having to reduce services from anyone who is not in high need. This can mean that service users who used to receive care are now losing their services. We understand that this may be a shock and can be upsetting. You are entitled to complain about these decisions. However, we would want all service users to understand that Adult Services may not be able to provide all of the services it has in the past and to all of the people we used to.

Your right to complain

We hope that the services you do receive are of the quality that you expect. But there may be times when you feel unhappy with your service. If this happens, you have the right to complain.

We want to:

- Get it right first time
- Be customer focused
- Be open and accountable to you
- Act fairly
- Put things right where they are wrong

If your complaint is about harm to a person who may not be able to protect themselves, please ring our Safeguarding Adults Helpline **020 7641 2176**.

Some services are provided by other organisations on our behalf (such as home care services). You can speak to them or to the Complaints Service in Westminster Council if you wish to complain. You are entitled to the same quality of service whether it is directly from us or provided on our behalf. All of our partner organisations offer complaints procedures.

However, please note that if you are using a Direct Payment or you are funding your own social care, then the Council will not be involved in your complaint if it is regarding the organisation providing you with support, or if it relates to an employee funded by your Direct Payments. Make sure the people providing you with support have a complaints procedure and the Local Government Ombudsman may also be able to help.

If your complaint concerns the NHS (such as a hospital service) we will send your complaint to them with your consent. If your complaint is about both Westminster Council and another organisation, we will provide you with a single response where we can. We will contact you to talk about your complaint if it involves more than one service or is particularly complicated.





How to complain

You can talk to the Complaints Team, or ask someone you trust to contact us for you. Or you can use an Advocate to help you make your complaint. Useful contacts are listed in this leaflet.

You can contact the Complaints Service here:

Children's & Adults Services Complaints

Westminster City Council
16th Floor
City Hall
64 Victoria Street
London SW1E 6QP

Tel: 020 7641 3482

Fax: 020 7641 1900

Textbox: 020 7641 8222

Website: [www.westminster.gov.uk/
adultservicescomplaints](http://www.westminster.gov.uk/adultservicescomplaints)

E-mail: socialcarecomplaints@westminster.gov.uk

When you complain we aim to solve the problem quickly. If you make a complaint, it will not prejudice the Council against you in any way, and will not affect the services that you receive.

Or you can let us know your concerns without making a complaint by contacting the team providing you with a service. This is often the easiest way to resolve your concerns. The team will try to respond by the end of the next working day. However, if the problem is not solved within 24 hours or you are not satisfied with the team's answer. You can contact the Complaints Service by phone, email or filling in the freepost form attached to the leaflet.

When we receive your complaint, we aim to contact you within 3 working days and plan a way to answer your complaint in full.

Please note that the usual time limit for making your complaint is twelve months from the date that you became aware of the problem.

We will answer your complaint in full, normally in a letter, unless you would like a phone call.

If you feel that your complaint has not been answered in full, please let us know and we'll talk to you about whether there is more work to do, or if mediation or a response by someone else can help.



Help and Advice

You can get help and advice from these organisations:

Advocacy Plus (for Older People)

8 Godson Street
London N1 9GZ

Tel: 020 7837 6744

Fax: 020 7923 9019

Minicom: 020 7434 2083

Email: info@advocacyplus.org.uk

Website: www.advocacyplus.org.uk

Advocates for Mental Health

73 St Charles Square
London W10 6EJ

Tel: 020 8969 3000

Email info@afmh.org.uk

Website: www.afmh.org.uk

The Advocacy Project (for those with learning disabilities)

Unit 215 Buspace Studios
Conlan Street
London W10 5AP

Tel: 020 8962 8695

Email: tap@advocacyproject.org.uk

Website: www.advocacyproject.org.uk



Carers Network Westminster

Office 8, Beethoven Centre
Third Avenue
London W10 4JL

Tel: 020 8960 3033

Fax: 020 8962 9461

Email: info@carers-network.co.uk

Website: www.carers-network.co.uk

Westminster Action Network on Disability (WAND) Advocacy for deaf and disabled people

96 Bourne Terrace
London W2 5TH

Tel: 0845 604 6442

Fax: 020 7286 0650

SMS Text Messages: 0781 238 7308

Email: info@wand.org.uk



Who else can I contact for help and advice?

You can also ask the Local Government Ombudsman to look at your complaint at any time. However, the Ombudsman will normally expect Westminster Council to respond to you first. The Ombudsman can be contacted as follows:

The Local Government Ombudsman

PO Box 4771
Coventry CV4 0EH

Telephone: 0300 061 0614 or 0845 602 1983

Fax: 024 7682 0001

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

If you are not happy with the outcome of your complaint you can raise this with your local Councillor or MP.





Reply card





Freepost Plus RSUG-JSEL-CZKR
Complaints Team Westminster City Council
Westminster City Hall
64 Victoria Street
LONDON
SW1E 6QP



reply card

Name

Address

Phone

Email

Mobile

Postcode

Where and how do you want us to contact you

Are you making a complaint? Are you making a comment? Are you making a compliment?

Please write the details here

If you are making a complaint, please tell us what you would like us to do about the problem

Date (DD/MM/YYYY)

By answering the following questions you will help us to provide a fair service. We keep this information strictly confidential. If you do not want to give us this information, it will not affect your complaint.

Are you:

Male

Female

White

British

Irish

Other European

Mixed

White/Black

White/Black Caribbean

British White/Black African

White/Asian

Other mixed background

Asian

Indian

Pakistani

Other Asian background

Black

British

African

Caribbean

Other black background

Other Ethnic groups

Chinese

Japanese

Other Ethnic background

North African

Do you have a disability?

Yes

No

Are you aged:

0 to 25

26 to 45

46 to 65

65 plus

Data Protection notice: The personal information that you provide will be handled by the Council in accordance with the Data Protection Act 1998. It will be used for processing your complaint, compliment or comment and will not be used for any other purpose. Your information may be shared with other Council Departments and external organisations.

I give my consent for the Council to hold the above personal information, in accordance with the Data Protection Act.

Signed

Date (DD/MM/YYYY)