

Comments

Compliments

Complaints

about Adult Social Care and Health

Easy read

We want to know what you think about the services we provide.

We want to know:



If you have an idea or suggestion about the services you receive - This is called a **comment**.



What's good about the service
This is a **compliment**.



What's bad about the service
This is a **complaint**.

You might like to tell us about an idea you have about making a service better.

This is called a **comment**.



You might like to tell us about something we did well.

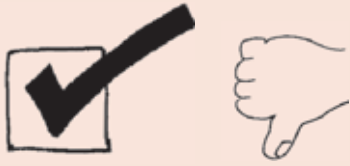
This is called a **compliment**.

This could be about a member of staff:

- Who was very helpful
- Who listened carefully
- Who made you feel important.



Complaints



You have the right to make a **complaint**.



Tell us what is wrong and we will try and put it right.

It's ok to **complain**.



We all learn from complaints and they can help us to improve the services that we provide to you.



If you complain, everyone will be helped and supported, and will be treated fairly.



If you make a complaint it will be kept private.

Your complaint may be about:



- Where you live.



- The staff who help you.



- Where you work.



- Your carers or someone you live with.

You might want to complain if:



- You are not happy with the way things are run.



- Someone has upset you, called you names or insulted you.



- Someone lets you down.



- Someone offends you or is rude to you because of your culture.

You might want to complain if:



- Someone shouts and swears too much.



- Someone tells your private information to other people.



- Someone hits you.



- Someone steals something from you.

What happens when you make a complaint?



Straightforward complaints

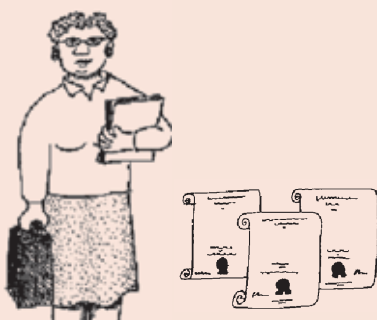
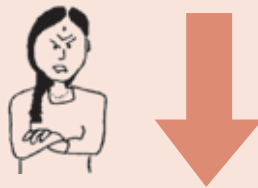
If we can sort out your complaint easily we will talk to the people involved and try to sort out the problem. We call this a straightforward complaint. We may ask you to come and see us to talk about your complaint.



Serious or complicated complaints

If your complaint is more difficult to sort out, we will look at your complaint more closely to try to solve the problem. We call this a serious or complicated complaint. Someone who does not take sides will help. They will talk to you in person about your complaint.

What happens if you are still not happy?



Then, if you are still not happy, a person called 'the Ombudsman' can help you.



The Ombudsman is not from the council or health service. They will check what the council or health service have done.



They will check what the council or health service has done to try to put things right.

If you want to make a **Comment**, **Compliment** or **Complaint** about council services:



You can talk to:

- Your key worker
- The manager
- Your social worker
- Your friends
- Your family
- Your advocate.



- Or fill in the form at the back of this booklet
- You can speak to the complaints and representations manager by phoning **020 8359 4299**
- Or you can email: **adultsocialcare@barnet.gov.uk**
- Or you can write to:
Complaints and Representations Manager
Adult Social Care and Health
London Borough of Barnet
FREEPOST NAT 7414
London N20 0BR

(you do not need a stamp)



If your **comment**, **compliment** or **complaint** is about what has happened in hospital, or about a doctor or nurse:



- You can talk to the Patients Advice and Liaison Service (PALS) by phoning **0800 368 0412**



- Or you can email:
clchpals@nhs.net



- Write to:
Customer Service Team
Central London Community
Healthcare NHS Trust
FREEPOST RSLs-RCUA-XZAX
6th Floor, 64 Victoria Street
London SW1E 6QP

Can I get help to make a **Comment**, **Compliment** or **Complaint**?

Barnet Centre for Independent Living can help you to make a complaint. They are not connected to the council and will give you support and advice.

Barnet Centre for	Tel	020 8359 2444
Independent Living	Email	peopleschoice@barnetcil.org.uk



- We record some information about you in your file and on the computer.
- We will contact you if you we need more information about you.
- We only share personal information with others after asking your permission.
- You can ask your care worker about this if you want to know more.



Comment, Compliment or Complaint

Form



I would like to make a: (please tick)



Comment

☐

Compliment

☐

Complaint

☐

My name is



My address is



My telephone
number is



I would like to
tell you about

What would you
like to happen?

Signed

Date

Please post to: Complaints and Representations Manager
Adult Social Care and Health
London Borough of Barnet
FREEPOST NAT 7414
London N20 0BR

You do not need a stamp

This booklet is available on audio tape, CD, large print, Braille or alternative language.

To request your preferred format,
please contact the **Communications Officer for
Adult Social Care and Health
on 020 8359 4579 or
email adultsocialcare@barnet.gov.uk**

Information about the complaints procedure can also
be found on the Barnet Council website –
www.barnet.gov.uk

