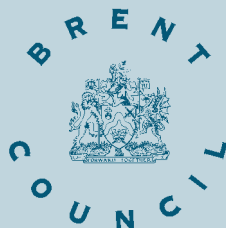


Brent Council Adult Social Care complaints procedure



What to do if you have
a concern or a complaint
about our services



How to make a complaint

We want to know how you feel about the services we provide or arrange.

We welcome comments, suggestions, concerns, compliments and complaints.

If you are not happy with the service please tell us so we can try to sort things out.

1

Firstly

You should speak to the worker, team or manager responsible for the service you are unhappy with. They may be able to put things right if something has gone wrong.

When you raise a concern or complaint verbally we will try to resolve it to your satisfaction by the end of the next working day.

2

Secondly

If your verbal complaint is not sorted out by the end of the next working day you can make a formal complaint. Written complaints will also be dealt with as formal complaints.

We will talk to you about your complaint to identify the problem, what is needed to try to sort it out and how long it should take.

We will write to you to confirm the detail of your complaint, what you want to happen, how we intend to deal with it and when we expect to reply to you. We aim to deal with complaints speedily and efficiently.

Our initial reply will tell you about our decision and any action that has been taken or is to be taken. We will seek and consider your comments, review matters and take any further action that is required. A senior manager will send you our final response.

Thirdly

If you are still not happy you can contact the Local Government Ombudsman. The Ombudsman is an independent person who investigates many types of complaints about local councils. The Ombudsman will usually only consider a complaint after we have considered it under our complaints procedure or if we have taken too long to deal with a complaint.

3

Who can make a complaint?

- a person who receives or has received services
- a person who is affected, or likely to be affected by our action, omission or decision
- a person acting on behalf of a person described above who:
 - is unable to make the complaint themselves because of a lack of physical or mental capacity
 - has asked that person to act on their behalf
 - is a child
 - has died.

A complaint will only be considered if the council believes the person making the complaint on behalf of a person lacking capacity is acting in the best interest of the person they are representing.



contact

Who should I contact if I wish to make a complaint?

Speak or write to the manager of the service or to the complaints team.

Tel **020 8937 4240**
or **020 8937 4205**

**Complaint's Manager,
Community Care, 6th Floor,
Mahatma Gandhi House,
34 Wembley Hill Road,
Wembley, Middx. HA9 8AD**

Email
customer.relation@brent.gov.uk

Fax **020 8937 4194**

Support, advice, help

You may want a friend or member of your family to help you to make your complaint. You may need an independent advocate to help you. You might want to contact a local or national organisation for advice or help. Contact us if you need help getting in touch with one of these organisations.



How do I contact the Local Government Ombudsman?

Tel **0300 061 0614**
or **0845 602 1983**

You can also text 'call back'
to **0762 480 4323**

or write to
PO Box 4771, Coventry CV4 0EH

Fax **024 7682 0001**