Complaints,
Compliments and
Feedback
How to let us know what you think of
Adult Social Care and Mental Health
Services in Reading.

www.reading.gov.uk/complaints
Improving our services by listening to you

We aim to provide the best possible service and are always looking for ways to improve. You can help us do this by letting us know what you think of the social care and mental health services you receive:

TELL US WHEN WE DO WELL
If you are particularly pleased with a member of our staff or the service we provide please let us know.

TELL US HOW YOU THINK WE CAN MAKE THINGS BETTER
If you have ideas about how we can improve our services, big or small, please tell us. We can’t promise to use every suggestion, but we do promise to listen and use what we can.

See page 7 for ways to contact the Customer Relations Team.
TELL US IF YOU ARE UNHAPPY WITH WHAT WE DO
Although we always try to do our best we know that from time to time things do go wrong.
If you are unhappy with the service you receive or the way you are treated by a member of our staff it is important that you tell us as soon as possible. Once we know something is wrong we can take steps to put things right.

We always try to learn from our mistakes.
We value your feedback whether it is a complaint, compliment or suggestion.
We promise to listen to what you tell us and take appropriate action to put things right and improve our services.

Please be assured that you will not be disadvantaged in any way if you make a complaint or comment about our service.

How to complain
The easiest and quickest way to tell us you are unhappy is to speak with the care worker you have most contact with or their manager. They will listen to your concerns and work with you to find a solution that everyone is happy with.

Alternatively you can contact the Customer Relations Manager in confidence by phone, by letter, by email or by using the form in the middle of this leaflet. Full contact details are on page 7. The Customer Relations Manager is independent of operational services and will guide you through the complaint process.
What happens next?

We’ll do our best to sort out the problem as soon as possible.
If we can’t do this straight away, we will agree a plan of action with you about how we will deal with your concerns and how long we expect this to take.
We will take your individual needs and wishes into account as well as those of other people involved in the situation.
We will look into your complaint quickly and thoroughly and give you a detailed response once we have finished.

Can someone help me complain?

Yes, you can ask a friend or relative or someone with experience of representing other people’s views (an ADVOCATE) to help you complain.
If you need help finding an advocate please contact the Customer Relations Team, who can arrange this service free of charge, or the Citizens Advice Bureau (see page 7 for details).
Please use this form if you wish to make a comment, compliment or complaint about Reading adult social care or mental health services.

Is this a:

- Compliment
- Complaint
- Comment or suggestion

Your Contact Details

Name

Address

Postcode:

Home Tel: — Work Tel

Mobile:

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

If yes, do you have their permission?  Yes  No
Equal Opportunities Monitoring

Please provide information about yourself (or the person you are representing if you are completing this feedback from on behalf of someone else) to help us to monitor who uses the complaints service. You do not have to provide this information - if you do it will be treated confidentially and will not affect how your complaint is dealt with.

Are you Male ☐ Female ☐

Do you have a disability? Yes ☐ No ☐

Please tick the box that represents your ethnic origin (or the ethnic origin of the person you represent)

White ☐ White
☐ White Irish
☐ Other white

Mixed ☐ White/Black Caribbean
☐ White/Black African
☐ White/Asian
☐ Other mixed

Black/Black British ☐ Caribbean
☐ African
☐ Other Black

Asian/Asian British ☐ Indian
☐ Pakistani
☐ Bangladeshi
☐ Other Asian

Chinese/Other ethnic ☐ Chinese
☐ Other ethnic
Your Complaint, Comment or Compliment

Please give details:


Please return your completed form to:
Freepost RTLS-CKGX-RKLL, Reading Borough Council, Customer Relations Team, Civic Offices, Bridge Street, Reading RG1 2LU.
Can I complain on behalf of someone else?
Yes, but we will need signed consent from the person to confirm they are happy for you to do this.

What can I expect when I complain?
You can expect us to listen to your concerns, investigate the situation fairly and respond to you in a professional way.
We will keep you informed of our progress and let you know if there is likely to be a delay or if we need to change the way we are trying to resolve your complaint.
We will learn from the complaints we receive and use the information to improve the services we provide.

Working in partnership
We provide some services in partnership with health services and other local organisations. If your complaint involves one of our partner services we can arrange a joint investigation to ensure that you get an effective response to your concerns. We will of course ask your permission before we share your complaint with them.

What if I don’t get a service from adult social care or mental health services?
You can still complain if you are affected in some way by the work we do and have cause to complain.
It is also helpful if you let us know if you are unhappy with care and support services provided by a private provider,
especially if we are funding all or part of the help you receive.

We may not be able to resolve your complaint directly but we will help in any way we can.

**What if I am still unhappy?**

If you aren’t satisfied with the outcome of your complaint please contact the Customer Relations Manager.

If you are still not satisfied with our response you have the right to take your concerns to the **LOCAL GOVERNMENT OMBUDSMAN** who offers a free, independent service investigating complaints about local council services (you can get a booklet “Complained to the council? Still not satisfied?” about this from them).

You can also tell the **CARE QUALITY COMMISSION (CQC)** (England’s independent regulator of health and social care). They won’t investigate individual complaints, but they will make sure our services meet the National Minimum Standards. If they are below standard CQC will take action to ensure that we improve.
Useful Contacts

The Customer Relations Team
Freepost RTLS-CKGX-RKLL, Reading Borough Council, Customer Relations Team, Civic Offices, Bridge Street, Reading RG1 2LU
Tel: 0118 937 2905
Email: socialcare.complaints@reading.gov.uk

The Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH
Advice line: 0300 061 0614
www.lgo.org.uk

Care Quality Commission
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

Citizens Advice Bureau
Minster Street, Reading RG1 2JB
Tel: 0845 071 6379
0845 071 6380 (disabilities, carers and over 60's)
This information can be made available in alternative formats (such as Braille, audiotape or large print) on request. Please contact the Customer Relations Manager on 0118 937 2905.

(English)

اِن لم تكن الإنجليزية لغتكم الرسمية ولا تستطيع قراءة
المشورة القديمة إلى من قبل المركز الاجتماعي
للرعاية الاجتماعية، الرجاء إبلاغ هذا الأمر إلى موظف
الرعاية الاجتماعية. يمكننا تقديم نسخة من المعلومات
مكتوبة أو مسجلة بشريط سماع لغتكم الرسمية، حسب طلبكم.

(Arabic)

ئاگر یہ موسوم کئے گا کہ یہ ان کی زبان بھی ہے اور کسی بھی آپ کو نہیں ہے یہ آپ ہے دیکھیں
کچھ لوگ اپنی زبان کا مطلب ہوا ہے وہ آپ کو معلوم کرنا یہ آپ کی زبان ہے

(Urdu)

Jesli język angielski nie jest Panstwa pierwszym językiem lub Panstwo nie sa w stanie przeczytać ulotek dostarczanych przez Dział Opieki Społecznej, prosimy o zawiadomienie o tym swego Pracownika społecznego. My możemy zaoferować te informacje w Panstwa własnym języku w wersji pisemnej lub audiotasme, według zapotrzebowania.

(Polish)

April 2015