Comments, compliments & complaints

• Your Adult Social Care questions answered
Comments, compliments and complaints
Your views are important to us because we want to provide you with the best services we can. We always want to hear about your experiences of our services. By listening to you, we can find out how well we are doing, what we need to do better and improve our services, so please give us your opinion.

Comments
Please tell us any ideas or suggestions you have for how we could improve our services.

Compliments
We enjoy being told when we get things right and we enjoy telling our staff when they have done a good job.

Complaints
If something goes wrong when we are working with you, you should tell us. We can then try and put things right and improve our services in the future. We take all complaints very seriously.

Who can make a complaint?
You can make a complaint if you:
• use any of our services
• feel you should be able to use our services; or
• are a carer or you are acting on someone else’s behalf.

If you are making a complaint on behalf of someone who uses our services, we will check that they have given you their permission to make the complaint.

Independent advocates
Where the person who is in receipt of a service or considers they should be in receipt of a service has difficulty in being able to make the complaint themselves, an advocate can be appointed to support them through the complaints process.

Other organisations
You may want to speak to other organisations for advice and support. You can contact the Our Place Community Hub on 0121 354 4080 or https://lovebrum.org.uk/cause/our-place-community-hub/, or get in touch with Citizens Advice at www.citizensadvice.org.uk.

Nursing homes, residential care homes, private clinics, hospitals and mental-health nursing homes, domiciliary care and nursing agencies are registered by the Care Quality Commission (CQC). If we receive a complaint about any of these services, we are responsible for working closely with the CQC.
What can I complain about?
You may want to complain about any of the following:

• If we don’t offer you a service that meets your needs.
• If we decide that you can’t use one of our services.
• If we take too long to do our job or provide a service.
• If our staff do not behave in the way that you expect, for example if they are rude or you think you have been treated unfairly.
• If you do not agree with a decision we have made.
• If you think we have not involved you enough.
**Your rights**
We will always treat you fairly, with respect and dignity.

**Our complaints procedure**
This complaints procedure has been designed to do the following:

- Listen to you, ask for your views, find out what you need and agree a clear plan of action.
- Respond to your complaint, deal with complaints more effectively, provide support and advice when you complain, and provide an independent advocate (someone who can speak on your behalf) if you are unable to make the complaint yourself.
- Improve our services, use information to make our services better and improve training and learning for staff.

**What should I do if I want to make a complaint?**

**Informal Complaint**
You may want to talk about your complaint informally with the staff who are providing the service. We encourage you to do this, as you may be able to sort the problem out at this stage. If you do not sort the problem out within 48 hours, we will look into it.

If you have already done this, or if you feel you want to make a complaint directly to us, please complete the form attached and return to the Complaints Team. You can also make contact by telephone on **0121 303 5161** (choose Option 1).

**Making your complaint to us**
We will speak to you about the best way for you to deal with your complaint and agree the next steps with you.

It would be helpful if you could tell us what you would like to happen as a result of making your complaint.

We might suggest that you speak to staff from the service you are complaining about, or arrange a meeting with you, a senior member of staff and a member of staff from the Complaints Team.

We will do our best to resolve your complaint, however, if you are still not happy with the content of the response to your complaint you can request to have your complaint reviewed. If you remain unhappy at the end of this stage, you can refer your complaint to the Local Government and Social Care Ombudsman.
Local Government and Social Care Ombudsman
The Local Government and Social Care Ombudsman is an independent service that investigates complaints about councils.

You can ask them for advice at any time, but they will usually pass the complaint back to us if you have not gone through our complaints procedure first. They will look at your complaint and decide whether to investigate.

For complaints about adult social care services, contact the Local Government and Social Care Ombudsman as follows:

The Local Government and Social Care Ombudsman
Advice Team
PO Box 4771
Coventry
CV4 0EH

Phone: 0300 061 0614
Website: www.lgo.org.uk
Or, you can text ‘call back’ to 0762 481 1595
Data protection
Birmingham City Council processes personal data in line with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations.

For more information, contact:
Email: infogovernance@birmingham.gov.uk
Website: www.birmingham.gov.uk/dataprotection

More information
Complaints Team
Digital and Customer Services
Birmingham City Council
PO Box 16465
Birmingham
B2 2DG

Phone: 0121 303 5161
(Option 1)
Email: customercareteam@birmingham.gov.uk
Website: www.birmingham.gov.uk/AdultCustomerCare

If you would like a copy of this leaflet in another language, in large print, in braille, audio or in another language please contact:

Digital and Customer Services
Birmingham City Council
Email: customercareteam@birmingham.gov.uk
Comments, Compliments & Complaints Form

This is:  
(Please tick boxes where appropriate)

☐ a comment  ☐ a compliment  ☐ a complaint

Your details:

Your last name: 

Your first name: 

Your address: 

Postcode: 

Phone number: 

Email address: 

How would you like us to contact you: 

☐ Phone  ☐ Letter  ☐ Email

What language do you use? 

Do you need an interpreter?  ☐ Yes  ☐ No

Your signature: 

Date:  /  /
My comment, compliment or complaint is about: (Please continue on a separate sheet if necessary.)

Please tell us what you would like to happen as a result of making your complaint:

Details of Service User:

Name:
Address:
Postcode:
Phone number:
Email address:

The information you provide is confidential and subject to the requirements of the Data Protection Act 2018 and the General Data Protection Regulations. The information you supply will only be used for the purposes set out in this form. For further information of Birmingham City Council’s privacy notice, please visit http://www.birmingham.gov.uk/privacy

Thank you for filling in this form. Please return to: Complaints Team, PO Box 16465, Birmingham B2 2DG