

# Making a complaint about adult social care

## Listening, Responding, Improving

### Our Aims

- Lancashire County Council's adult social care aims to provide high quality services to the people of Lancashire. To do this, we need to know what you think about the work we do.
- If you are dissatisfied in any way with our services, we will do all we can to sort the problem out quickly, to investigate fairly and to explain fully the outcome of our enquiries.

**You will not be discriminated against for making a complaint.**

### What to do if you have a problem or complaint

- Most problems can be sorted out by the person you normally deal with in adult social care services, so talk to them first if you can. If they can't help, or you would rather speak to someone else, ask to speak to their manager.
- If your problem can't be dealt with by talking to a member of staff then you may wish to make a complaint. You can do this in several ways:
  - You can feedback using our 'Your Views Count' leaflet.
  - You can make a [complaint on-line](#) via the County Council's website:
    - [www.lancashire.gov.uk](http://www.lancashire.gov.uk)
  - You can contact us by phone on **0300 123 6720**.
  - You can write a letter to your local adult social care office.

### Who can help?

- You could also ask a friend or relative to help you make your complaint.
- If you need an interpreter, a translator or special communication aids to help in making your complaint, we can help to arrange it.
- Advocates can help you make a complaint, either by supporting and advising you or speaking on your behalf. A variety of advocacy schemes exist in Lancashire. Their services are independent, confidential and free.

For more information contact: **Advocacy Access**, Tel: **0345 456 3210**

Text phone: **07886 744 634** Fax: **0300 323 0966** Email: [contact@advocacyaccess.org.uk](mailto:contact@advocacyaccess.org.uk)

## What happens next?

### Listening

- We will acknowledge your complaint in writing no later than three working days after receiving it.
- We will get in touch with you either by phone or a visit so that we can plan the best way to deal with your complaint and discuss a timescale for doing it.
- We will listen to what you have to say and ask you what you want to see happen as a result of your complaint.

### Responding

- If we are unable to meet the timescale we agreed once we've started looking into your complaint, we will let you know the reasons why and keep you informed of progress.
- We will provide you with all the necessary information in relation to the issues you have raised with us and, where appropriate, offer a resolution.

### Improving

- Your feedback about our services gives us a valuable opportunity to learn and improve. We will let you know what actions we will take as a result of our enquiries into your complaint.
- All complaints are treated confidentially. Only the people directly involved with looking into your complaint will know about it.

## What if you are not satisfied with our response?

- If you are not satisfied with our response to your complaint or we have not responded within a reasonable time, you can complain to the Local Government Ombudsman who is completely independent of Lancashire County Council.
- Although the Ombudsman can investigate complaints about what the local authority has done (or not done), they cannot question what the authority has done simply because someone does not agree with it.
- You can get more information about the Ombudsman from the LGO Advice Team. Their contact details are as follows:

Address: LGO Advice Team  
PO Box 4771  
Coventry  
CV4 0EH

Advice line: 0300 061 0614  
Fax: 024 7682 0001  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

### Please note:

- You should make your complaint as soon as possible but no longer than twelve months after the date of the event you are complaining about or twelve months from when you became aware of it.

- If you want to see the full version of our complaints policy, please ask for a copy from your local adult social care office or visit [www.lancashire.gov.uk](http://www.lancashire.gov.uk)

For more information about the customer feedback service or to make a complaint, comment or compliment on line visit:

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

**Contact details for services featured within this booklet:**

<b>Adult social care</b>	<b>Tel: 0300 123 6720</b>
<b>Advocacy Access</b>	<b>Tel: 0345 456 3210</b>
<b>LGO Advice Team</b>	<b>Tel: 0300 061 0614</b>

To request information in other formats and languages contact: **01772 534285**.