

Kent Adult Social Care and Health

Have your say

Comments, complaints and compliments



www.kent.gov.uk/careandsupport
December 2020



Listening, responding and improving

Kent County Council welcomes all comments, complaints and compliments. We aim to provide good quality services and we need your help to tell us how we are doing.

Customer Care and Complaints Team

customercarecomplaintsadults@kent.gov.uk

www.kent.gov.uk/haveyoursay

Kent County Council
Adult Social Care Customer Care and Complaints Team
Invicta House
County Hall
Maidstone
Kent
ME14 1XX

Tel: **03000 410 410**

Textphone: **18001 03000 410 410**

Kent County Council is responsible for arranging and providing a range of social care services for adults. You have a right to receive a good level of service and we value your views on how we are doing.

Please let us know when our staff or services have been helpful. We also want to know when things don't go to plan and if you are not satisfied with the service that has been provided. The purpose of the complaints procedure is to investigate your complaint and put matters right quickly wherever that is possible. Information from comments, complaints and compliments can also help us to improve our services and learn lessons.

Making a complaint will not mean that you will receive less help from us in the future or will be disadvantaged in any way.

How to give us feedback

If you wish to provide feedback on our services you can tell the person you are dealing with or their manager what the issue is about. Alternatively, you can contact a member of the Customer Care and Complaints Team. There is also a form at the end of this booklet that can be completed and returned to us at the address provided.

Who can give feedback?

Anyone who has received a service, is currently receiving a service or is seeking a service from us has the right to contact us. You can complain if you have been affected by our actions or decisions.

You can either complain on your own behalf or with the help of someone else such as a relative, carer, friend or advocate. We may however need to seek consent from you to ensure you agree to the complaint being raised by someone else on your behalf. A member of the Customer Care and Complaints Team can assist if you need help or require an advocate.

If you have made a private arrangement with a social care provider and are funding your own care you will need to provide your feedback to them in the first instance. We would however also like to receive this information for quality monitoring purposes.

We are only required to deal with complaints about events that happened in the past 12 months. Our complaints procedure cannot change decisions made by a court of law.

What happens next if you complain?

We will acknowledge your complaint to confirm we have received it and a member of the Customer Care and Complaints Team will contact you to discuss a plan of action to deal with your concerns. This initial communication will normally take three working days. A member of the Customer Care and Complaints Team will explain who will be carrying out the investigation into the issues you raise. We aim to respond to most complaints within 20 working days, additional time is required to investigate more complex complaints. You will be kept informed of any delays in the process.

If your complaint relates to both health and social care issues, a member of the Customer Care and Complaints Team will work jointly with our health colleagues to reach a resolution and will co-ordinate a response to you from both organisations.

What can you expect from the process?

You can expect your complaint to be listened to, investigated fairly and responded to in a professional manner. You can expect us to be open and accountable and to keep you informed about what will happen next or if there are any delays.

You can expect us to put things right if this is possible and apologise if mistakes have been made. You can also expect us to learn from complaints and share the learning across the organisation.

What happens if you are not satisfied with the outcome?

If we have not been able to resolve your concern please contact the Customer Care and Complaints Team in the first instance to see if anything further can be done. If this is not possible and you remain unhappy you can ask the Local Government and Social Care Ombudsman (LGSCO) to review the way we have dealt with your complaint.

Anyone who funds their own care, including those using a direct payment, also has the right to refer their complaint to the LGSCO.

The LGSCO is responsible for ensuring that Councils deliver services properly, fairly and within the law. The LGSCO will usually expect you to have raised your complaint with us first.

The LGSCO can be contacted at:

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

Telephone: **0300 061 0614**

(for a call back text 'call back' to **0762 481 1595**)

Textphone can be accessed via the Next Generation Text Service.

Website: **www.lgo.org.uk/make-a-complaint**

Care Quality Commission

If your complaint is about the inspection and registration of Care Homes or Homecare agencies you can contact the Care Quality Commission on **03000 61 61 61**

Adult Protection complaints

If your complaint relates to an adult protection issue it may be necessary for this to be investigated through the Safeguarding Adults procedure first.

Other formats

This publication can be made available in alternative formats and can be explained in a range of languages. Please call **03000 410 410** for

details. Text relay **18001 03000 410 410**

Adult Social Care Customer Feedback form

Your name:

Your address:

.....

.....

.....

.....

Your telephone number:

Your email:

Your preferred method of contact:

phone email letter

Your case manager/team providing the service:

.....

If you are providing this feedback on behalf of someone else please
provide their details:

.....

.....

.....



Your comment, complaint or compliment:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

What you would like to happen to resolve the issue?

.....
.....
.....
.....

Do you have any special requirements that we should know about in managing your complaint?

.....
.....

Signed:

Date:

Please post your completed customer feedback form to us at the address on page 1 of this booklet.



This publication can be made available in alternative formats and can be explained in a range of languages.

Please call 03000 410 410 for details.

Text relay 18001 03000 410 410