

# Comments, complaints and compliments about adult social care



Easier to read guide  
[www.kent.gov.uk/learningdisability](http://www.kent.gov.uk/learningdisability)

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

Please call 03000 410 410 or text relay 18001 03000 410 410 for details.

Images from Photosymbols

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## hello

**We want to know what you think about the services we provide.**

Good or bad, we need to know what we are doing right or wrong.

**comment**


If you would like to tell us what we could do better this is a comment.

**compliment**

What is good about our services is a compliment.


**complaint**

What is bad about our services is a complaint.




You can make a complaint if you are unhappy.

**It is okay to complain.**




Our contact details are on page 11.



## comment

Do you have an idea which would make our services better?

If you do, this is called a comment.



Tell us about:

- what services you would like to see
- what you think of our services
- what we can do better.



Telling us if you think something can be done better is important.

It can help us make things better for everyone.



To make a comment, contact the person from Adult Social Care you have most contact with.

Or you can contact the Customer Care and Complaints Team - see page 11.



## compliment

You might like to tell us about something we did well.

This is called a compliment.



This could be about a member of staff:

- who was helpful
- who listened to you
- who made things better for you.



Telling us when we do something right is important.

It can help us make things better for everyone.



To make a compliment, contact the person from Adult Social Care you have most contact with.

Or you can contact the Customer Care and Complaints Team - see page 11.



## complaint

You can make a complaint if you are unhappy.

It is okay to complain.

Tell someone what is wrong and we will try and put it right.

You can tell:



- the member of staff who supports you
- the manager of your service
- our Customer Care and Complaints Team.

You can ask someone else to tell us the problem. That person is what we call an advocate and could be a friend or relative.



### What happens next?

It may be that we can sort the problem out quickly without needing to do anything else.



If we cannot our Customer Care and Complaints Team will look into it.

A member of the team can explain the process to you.



We will contact you to let you know about what we have done about your complaint.



### Can I complain if I am not receiving a service?

Yes, if you do not use our services but are affected in some way by our work contact our Customer Care and Complaints Team.



**If you get a service from a private social care provider, you will need to complain to them first.**

But you might like to tell us so we can make a note of your complaint.

We might not be able to sort out your complaint, but we will try and help.



### What happens if I am still unhappy?

If you are still not happy a person called 'the ombudsman' can help you.

The ombudsman is not from the council. They will check what the council has done and try and put things right.

### You can get a booklet on how to do this from



ombudsman

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



Website: [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)



Helpline: 0300 061 0614

### How to contact us:



Write to: Adult Social Care and Health  
Customer Care and Complaints Team  
Kent County Council  
Invicta House  
County Hall  
Maidstone, Kent  
ME14 1XX



Telephone: 03000 410 410



Textphone: 018001 03000 410 410



Email: [customercarecomplaintsadults@kent.gov.uk](mailto:customercarecomplaintsadults@kent.gov.uk)

## Notes

Handwriting practice area with 20 horizontal dotted lines.

## Comment, compliment or complaint form

I would like to make a: (please tick) ✓

Comment

Compliment

Complaint

My name is:



My address is:



My telephone number is:

Name/address of service:





I would like to tell you about:

What would you like to happen?

Signed .....

Date .....

Please post to the Customer Care and Complaints Team as shown on page 11.