

## Making a Comment or Complaint

### Our Aim

We want to provide good quality services so if you have a comment, compliment, concern or a complaint, please tell us about it. This will help us to improve services and, if you have a complaint, it will give us the opportunity to put it right for you and learn from what you say.

### Who should I contact?

If your complaint relates to Social Care Services you can:

- Talk to your social worker or key worker or their manager about the problem.
- Contact the Complaints Procedure Manager by email:  
[complaints\\_proceduremanager@bathnes.gov.uk](mailto:complaints_proceduremanager@bathnes.gov.uk)
- phone: 01225 477931
- write to her at:  
Complaints Procedure Manager,  
Bath and North East Somerset  
Freepost SWB10433,  
Bath BA1 1BF
- Fill in our complaint form and send to the address above.

If your complaint relates to a health service you can:

- Talk to your healthcare professional or their manager about the problem
- Contact the Patient Advice and Liaison Service on 01225 831717 or by email to  
[pals@banes-pct.nhs.uk](mailto:pals@banes-pct.nhs.uk)

If you need an interpreter, tell us your language and we can make arrangements for an interpreter.

### Is there anyone else who can help?

You can ask for a friend or relative to speak or write to us for you. We can put you in touch with other organisations that provide advocacy support. If you have a complaint about a health service you can contact the Independent Complaints Advocacy Service (ICAS) on 0845 1203 782 or go to their website at <http://www.seap.org.uk/icas/>

## What can I complain about?

These are some of the things you might want to complain about:

- If we do not deliver a service on time
- If you receive a poor quality service
- The attitude or behaviour of staff
- If you are unhappy with an assessment, care plan or review
- Decisions you do not agree with

If you complain about something that happened or a decision made more than 12 months ago we may not accept your complaint. If we do not accept your complaint we will write and tell you why not.

If your complaint is about an independent provider, such as a care home or a primary care practitioner (GP, Dentist, Optometrist or Pharmacy) we will usually expect them to look into your complaint about their services in the first instance.

## What happens when I make a complaint?

We can accept a complaint from you if you are a service user, a potential service user, a carer or if you are acting on behalf of one of these people.

Most complaints can be sorted out by talking informally to the person responsible for providing you with a service. If it isn't possible to sort it out in this way you can tell us that you wish to make a complaint.,

We will acknowledge your complaint in 3 days. A manager will talk to you about your concerns and together you will agree a plan for dealing with your complaint. You will know who is going to talk to you about the problem and when you can expect to hear from them.

You might find it helpful to have a meeting to discuss your complaint.

If the complaint is particularly serious or complex, it might be agreed that an independent investigation of your complaint is needed.

We will always confirm our response to you in writing.

## Is there anything else I can do if I am still not satisfied?

We hope that we can sort out your complaint to your satisfaction, however, you can contact either the Local Government Ombudsman (Social Care Complaints) or the Parliamentary and Health Service Ombudsman (Health service complaints) at any time if you are not happy with the way your complaint has been handled.

Your Local Government Ombudsman can be contacted by:

- Ringing the Advice Line: Lo-call 0300 061 0614
- By Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)
- Or by writing to: The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

The Parliamentary and Health Service Ombudsman can be contacted by:

- Ringing the complaints Helpline 0345 015 4033  
The Helpline is open 8:30am to 5:30pm Monday to Friday.
- By email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- By fax us on 0300 061 4000
- Or by writing to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

### When we deal with your complaint we promise to:

- Treat you with respect
- Treat your complaint seriously and do our utmost to put it right as quickly as possible
- Deal with your complaint in confidence, however, we will need to talk to other people so that we can investigate thoroughly
- Keep you informed about what is going on

### For more information

If you would like to know more about the complaints process, please contact

The Complaints Procedure Manager  
Adult and Health Services  
PO Box 3343  
Bath BA1 2ZH

Tel: 01225 477931

Fax: 01225 396268

Email: [complaints\\_proceduremanager@bathnes.gov.uk](mailto:complaints_proceduremanager@bathnes.gov.uk)

**This document/publication/leaflet about 'Making a Comment or Complaint' can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats from the Information Officer ([information\\_officer@bathnes.gov.uk](mailto:information_officer@bathnes.gov.uk)) - Tel (01225 477983) Fax (01225 396489) Minicom (01225 477043)**