

Complaints, compliments and suggestions



Help us get it right

This brochure is for people who use Hackney Community Services - Adults and wish to:

- make a complaint
- tell us when we have done a good job
- make a suggestion

Our Community Services - Adults provide a wide range of services for different people and their carers.

If you are happy with our service or a particular member of staff – please tell us.

If you are unhappy with our service or the way you have been treated – please tell us.

What to do if you are not happy...

You can talk to your care manager or their manager about the problem you have.

If you are still not happy...

Stage 1 – Local Resolution

You can talk to the Complaints Manager in private, who will try to resolve your problem.

You can contact our Complaints Unit by phone, letter, fax, e-mail or in person.

If you need help making a complaint, compliment or suggestion please let us know and we will arrange for someone to help you – this person is called an **advocate**. Or, you can ask someone in your family, or a friend, to write or speak on your behalf.

The Complaints Unit will send you a letter to acknowledge your complaint within two working days of receiving it. You should receive a full response within 20 working days (although we aim to answer you within 10 working days).

If you are still not happy, you can meet with the manager who replied to your complaint.

The Community Services - Adults will consider mediation and conflict resolution at this stage and at all other stages.

If you are still not happy and want to make a formal complaint...

Stage 2 – Investigation

Write to the Complaints Manager saying which part of your complaint has not been sorted out.

The Complaints Manager will arrange for someone independent of the service to investigate your complaint and write a report. In exceptional cases, the Complaints Manager may also appoint an ‘independent person’ to oversee the investigation. This person will not work for Hackney Council, or be a councillor or their partner. The independent person will also write a report.

You should receive a response to your complaint within 25 working days of the complaint being agreed. (By law, we can take up to 65 working days for certain complaints.)

We will do all we can to make sure we reply quickly and tell you if there are any delays.

If you are still not happy...

Stage 3 - Review Panel

If you are unhappy with the investigation or the response to your complaint, you can ask for it to go before a Review Panel.

You must ask for this within 20 working days of receiving the letter at Stage 2.

A senior manager will offer to meet you, with your advocate, the investigating officer and independent person, to discuss the reports.

The Review Panel will normally meet within 30 working days of your request and will be made up of three people - normally one councillor and two independent panel members, one of whom will chair the meeting. The independent panel members will not work for Hackney Council, or be councillors or their partners, or (if this applies) be the same independent person involved at Stage 2.

You can also ask your advocate, someone in your family, or a friend, to speak on your behalf.

The Review Panel will send their recommendations to you and the Director of Community Services within five working days of the meeting.

The Director of Community Services and the independent person (if this applies) appointed at Stage 2 will then meet to consider the recommendations.

The Director of Community Services will send you a letter with the final decision within 15 working days of receiving the Review Panel's recommendations.

If you are still not happy...

Ombudsman

You may take the matter further by contacting:

Local Government Ombudsman
10th Floor, Millbank Tower
London SW1P 4QP

Phone: **0207 217 4620**

Fax: **0207 217 4621**

Contact the Complaints Unit

- Fill in the attached form and use the prepaid envelope to return it to us.
- Phone us on: **020 8356 4720**
- Minicom: **0208 356 6159**
- E-mail us at:
adults.complaints@hackney.gov.uk.
- Fax the Complaints Manager on: **020 8356 4835**
- Visit the office at:
205 Morning Lane, London E9 6JX

This office is open from **10am to 12noon** and **2pm to 4pm**, but it is best to phone first to make sure we will have time to see you.

Our office is accessible to all disabled people. If you do not speak English or you use British Sign Language we can get a translator or a sign language interpreter to help you.

About this leaflet

This leaflet tells you how to make a complaint about Community Services - Adults. If you would like to speak to someone in your own language, please tick the box on the form in the centre of this leaflet and send it Freepost (no stamp needed) to Community Service - Adults Complaints Unit.

