

COMPLAINTS PROCEDURE

Adult Care Services



www.rotherham.gov.uk

HOW TO CONTACT US

If you have a complaint, suggestion or compliment you can contact us in a number of ways:

Via the online form on the Council website: www.rotherham.gov.uk/complaints

Email: complaints@rotherham.gov.uk

By post: Using a complaint form or by letter.

No postage is required for posting forms or letters to us, as you may use our freepost address below.

FREEPOST RTCT-XKLS-ZHAZ

The Complaints Manager

Rotherham Metropolitan Borough Council

Riverside House

Main Street

Rotherham

S60 1AE

By telephone: 01709 382121. The customer service representative handing your call will direct you to the appropriate department.

By text: 07860 021 447

In person: At one of our Customer Service Centres or any Council reception point.

YOUR COMPLAINTS

If we have failed to provide a service to you or if you are dissatisfied with the service that you have received then please tell us. In most cases we hope to be able to resolve these with the member of staff you have been dealing with and will use your feedback to help us make improvements.

Where this is not possible we have a formal complaints process to fully consider your complaint.

THE COMPLAINTS PROCEDURE

Who can complain?

Anyone who feels that they have had a poor service from us or from someone providing the service for us and have tried to get the problem solved by speaking to someone in the relevant department.

If you complain to us but feel you can't give us your name, we will not deal with your complaint under the complaints procedure. However, we will ensure steps are taken to deal with the issue.

What is a complaint?

You make a complaint when you are not happy with the standard of service you have had from us.

We will not treat certain issues as complaints, and where this is the case, we will tell you. For example:

- If you ask us for a service – such as making a request for social care assessment
- If you ask us for information or an explanation of Council policy or practice – such as a request for information on our direct payments policy
- Any issue that is being dealt with in court

What happens then?

If you want us to deal with your feedback as a formal complaint we will:

Listen to the specific complaint(s) you want us to investigate

- Agree and confirm who will investigate and respond to your complaint(s)
- Agree an action plan detailing how and when you can expect a response
- Agree an outcome with you

We will aim to respond to you within 10 working days of receiving your complaint. In more complicated cases we may need a little more time to investigate further but we will always respond to you within 20 working days of receiving your complaint.

We will contact you to ask you how you would like your complaint to be dealt with and to let you know who will be dealing with your complaint.

We will also ask the person investigating your complaint to contact you and talk to you about your concerns, both during and after the investigation.

If you are not satisfied with our response you have the right to ask the Local Government Ombudsman (address at the end of this section) to consider your complaint(s). However, we will also, with your agreement, continue to resolve your complaint with you. This may involve a more senior manager examining the issues or an external consultant may investigate your complaint in more detail. If you agree to this option you should be sent a response within 45 working days.

If you remain dissatisfied with the second attempt to resolve your complaint(s) you can still submit your complaint to the Ombudsman. In addition to this you may choose to ask us to consider the complaint(s) at a more senior level (usually a Director). If you decide to pursue this option we will ensure you receive a response within 20 working days.

SOLUTIONS

If your complaint is accepted, the service involved will try to solve the problem by doing the following:

- Apologising to you and explaining what went wrong
- Providing the service you are entitled to receive
- Changing procedures so that the mistake is not repeated

LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

If you are not satisfied with how we have handled your complaint then you may wish to complain directly to the Local Government Ombudsman. Their contact details are below. Please note that the ombudsman will not act until any complaint has been considered under the Council's complaint procedure.

By post: PO Box 4771
Coventry
CV4 0EH

By telephone: 0300 061 0614

Online form: <https://complaints.lgo.org.uk/complaint-form/>