



## **I'd like to make a complaint, comment or pay a compliment about Adult Social Care Services**

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet: **Information for all.**

Most people who use Adult Social Care Services are happy with the service they receive. However, if you are not you have a right to complain. Equally, we would also like to hear from you if you have a comment or would like to compliment us.

### **What do I do if I am unhappy?**

You should first speak or write to the person who is in charge of the service. If you do not know who is in charge of the service or their telephone number or address contact Adult and Community Services on 0161 770 6532.

Alternatively the quality assurance team can arrange for your concerns to be investigated and answered.

The Quality Assurance Team can be contacted at:

**FREEPOST OLDHAM ADULT & COMMUNITY SERVICES**

Tel: 0161 770 8122

Fax: 0161 770 8193

Email: [socs.quality.assurance@oldham.gov.uk](mailto:socs.quality.assurance@oldham.gov.uk)

Freepost means you do not need a stamp.

## **How do I make a comment or pay a compliment?**

The process is exactly the same as making a complaint. You can either speak or write to the person who is in charge of the service or contact the quality assurance team.

Whether you are making a complaint or comment or paying a compliment, we take all your feedback seriously and use it when planning and reviewing services.

Do not worry about sending or contacting the wrong person about your comments. The people working for Adult and Community Services Directorate will forward your complaint or compliment to the right people.

## **What do I do if I have made a complaint and I am still unhappy?**

You should remain in contact with the quality assurance team. The team will investigate your complaint and find a new way of reaching a mutually acceptable resolution. At the moment, the team are operating under new procedures linked with the Department of Health, and as a result are now able to be much more flexible in assisting you towards a resolution.

It is very likely that various members of staff would remain in contact with you during this period, and that an investigation would take place, which would require information and regular input from you.

## **What do I do if I am still unhappy?**

If you find that you are still not satisfied after the quality assurance team have tried all the possibilities at their disposal, you may wish to refer your complaint to Local Government Ombudsman so that they can review the way your complaint has been handled.

## **Does this process deal with every complaint?**

No, some complaints may be covered by other complaints systems, for example complaints that are not about social care would be dealt with under the local authority corporate complaint system. The quality assurance team can also give guidance on this process. More information can be found in the corporate complaints fact sheet [Complaints, Comments And Compliments](#).

For information about how to make a complaint, comment or pay a compliment about children's social care please see their fact sheet [Facts 4 U 2: I'd like to make a complaint or comment or pay a compliment](#).

## Help with making a complaint

If you feel you need help making your complaint, please contact the quality assurance team, who will provide you with the details of organisations who may be able to help you.

## Local Government Ombudsman

If you remain unhappy with the response you receive from the quality assurance team, you have the right to refer your complaint to the Local Government Ombudsman who may undertake an independent investigation on your behalf.

The Local Government Ombudsman investigates complaints regarding local authorities. They can investigate complaints about how the Local Authority has done something, but they cannot question what a Local Authority has done simply because a person does not agree with it. In most instances the Local Authority has to have been given the opportunity to investigate and respond to the Complaint. You must put your complaint in writing either by letter or by completing the Local Government Ombudsman "Complaint about the Council" Form, which can be accessed via their website [www.lgo.org.uk](http://www.lgo.org.uk).

The Local Government Ombudsman can be contacted at:

Local Government Ombudsman  
Beverley House  
17 Skipton Road  
York  
YO30 5FZ

Phone: 01904 380200  
Fax: 01904 380269  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)  
Email: [enquiries@lgo.org.uk](mailto:enquiries@lgo.org.uk)

## Are you a carer?

If you look after a relative or friend who needs support to live at home you are a carer. As a carer you have the right to ask Adult and Community Services to carry out a carer's assessment (this applies even if the person you care for is not receiving help from Adult and Community Services). Your carer's assessment is your chance to talk about your needs and is your opportunity to tell us about the things that could make caring easier for you.

There are a variety of services available to carers following an assessment including; advice & information, short breaks & respite, additional services to the person you care for, signposting to voluntary & health services, introduction to support groups.

For more information contact

Oldham Carers Centre

The Link Centre

Union Street

Oldham

OL1 1DZ

Tel: 0161 222 1188

Fax: 0161 770 4789

Email: [carerscentre@oldham.gov.uk](mailto:carerscentre@oldham.gov.uk)

**JUNE 2008 OCFS-ACS-GSS27S (Version 19) PID- CO**

## Your comment, complaint or compliment

Please give details of any comment, complaints or compliments, by filling out this form. Please return it to FREEPOST OLDHAM ADULT & COMMUNITY SERVICES (You do not need a stamp)

Your name

Your address

Your telephone number

Date of Complaint

Are you a Service User or a Service User's Representative?

Your ethnic background (please tick)

White UK

Indian

Irish

Kashmiri

Eastern European

Any other Asian background

Any other White background

Mixed/Dual Heritage

Black/Black UK

White and Caribbean

Caribbean

White and Black African

African

White and Asian

Any other Black background

Any other mixed heritage

Asian or Asian UK

Chinese

Pakistani

Any other ethnic group

Bangladeshi

Language spoken or understood

**Please give details of any comment, complaints or compliments. If appropriate, please include names of anyone you have spoken to about this.**

**If you are making a complaint what should we do to put it right?**

**If necessary, please continue on a separate sheet**