



How to complain about Adult and Community Services

Adult and Community Services staff in Dorset are committed to providing quality services to service users and their carers. Most people are very happy with the services they receive and we get many letters of appreciation. We welcome comments from service users as this helps us to understand what aspects of our service people like and what we should be doing differently.

We want to hear your opinion of whether they are good or bad.

Please let us know if:

- We have done something wrong or badly
- We have done something well
- We have not done something that we should have
- You feel you've been treated badly or unfairly.

This factsheet explains what to do if you are not happy with the service you have received and want to make your views known to us. The first step is to tell one of the Adult and Community Services staff members who are working with you.

We will aim to:

- **Listen**
 - We will offer a face-to-face meeting to make sure we **really** understand the issues
 - Find out what **you** want to happen
 - Discuss a plan of how we will deal with your complaint including any **outcome** you are seeking
 - Keep you **informed** of how your complaint is progressing
 - Act **quickly** if we can.

We will need to check that you (or the person on whose behalf you are making a complaint) are either receiving services or may be eligible for them.



If your complaint involves both Health and Adult Social Care Services you can expect to receive one single response from the organisation who takes overall responsibility for answering your complaint. That organisation will speak to the others involved to ensure all points of complaint are addressed and answered.

- **Respond**

With you we will discuss a plan of how best to deal with your complaint, and acknowledge this within 3 working days of receiving your complaint. There are a number of ways that we can address the issues of your complaint, below are a few examples:

- Ask the relevant team manager to talk through the issues with you, followed by a letter of response
- Arrange a meeting with yourself and key people involved in the complaint to discuss the issues
- Arrange for a formal investigation to take place.

Whatever option we take we will discuss this with you and advise you of how long it is likely to take for you to find out the outcome.

- **Improve**

Finding out about the experiences of service users and carers gives us a valuable insight into how well we are delivering services. Likewise, complaints give us an understanding of people's experiences and where we might be going wrong.

As a result we are committed to learning from complaints, improving our services and advising the public of the changes we have made.

What if your complaint is about a registered care home or independent provider?

All registered independent providers will have their own complaints procedure and you may complain directly to them. You may also contact the regulator, the Care Quality Commission, at any time (contact details can be found at the end of this factsheet).



What else can I do?

If following the final response from the senior manager we are unable to resolve your complaint, you can refer it to the Local Government Ombudsman, who is entirely independent from the Council (contact details can be found at the end of this factsheet).

Promise to you

We aim to provide excellent services and set ourselves standards and targets to ensure that the quality of services is maintained to the highest standard.

We hope that people will find our services:

- Helpful
- Good and reliable
- Flexible
- Easily accessible
- Good value for money
- Do not discriminate against anyone.

We aim to respond to all enquiries about services promptly and efficiently by regularly monitoring our services.

We will treat you with dignity and respect at all times whoever you are. Our staff are important to us - please treat them as you would like them to treat you.

We will be open and honest, and will respect the confidentiality of any information you may give us.

Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.



All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com

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Local Government Ombudsman
The Oaks, Westwood Way
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