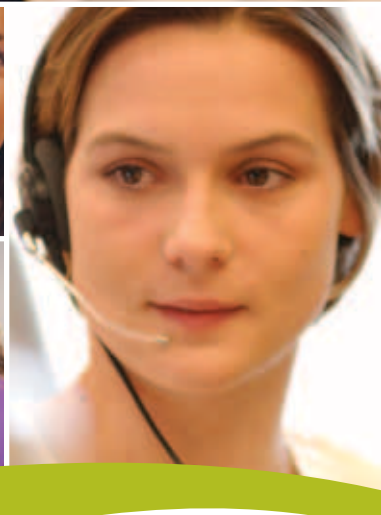
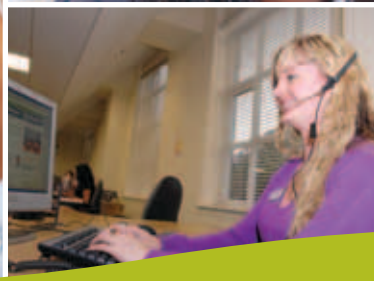
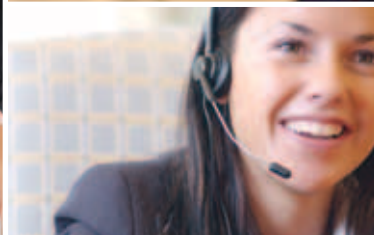


Compliments, comments and complaints

We want to know what you think



www.lincolnshire.gov.uk

Lincolnshire
COUNTY COUNCIL
Working for a better future

We want to know what you think

At Lincolnshire County Council, we aim to give you an excellent level of customer service. As a public authority we want to make sure that our customers are happy with all of our services all of the time. To help make this happen, we want to hear from you.

Please let us know what you think of the service you have received, whether it is good or bad. If you have got a comment or a suggestion on how we can improve we want to know about it.

- Did we provide a good service?
- Are we friendly and helpful?
- Did we find what you needed quickly?
- Was the service given to you efficient?
- Have you been treated fairly and with respect?

We will reply to all of your responses and take action if it is needed.



How do I tell you what I think?

You can make a compliment, comment or complaint by contacting the council's Customer Service Centre (CSC) using the details below.

How to contact us

Fill in our online feedback form at: www.lincolnshire.gov.uk/feedbackform

Email: feedback@lincolnshire.gov.uk

Telephone: **01522 782060**

Write to: **Lincolnshire County Council, Customer Feedback, PO Box 841, LINCOLN, LN1 1ZE**

Fax: **01522 516137**

Compliments

If you feel that you have received exceptional service from one of our employees, please let us know. We can use this information to provide feedback to that individual, and encourage other teams and to continually improve the services the council provides.

Once we have received your compliment we will contact you within five working days, to let you know that the feedback has been forwarded to the person or people concerned.



Comments

We welcome your comments, whatever they may be and if you have any ideas that you think could improve our services, please let us know.

We will let you know that we have received your comment within five working days.

Your comment could lead to a change or improvement in services and we will write to you about any changes which happen as a result of your comment.

Complaints

Sometimes you may not be happy with the services that we have provided for you. Please let us know if this happens so we can offer our support or help to solve the problem.

What is a complaint?

There are two types of complaint:

Corporate complaints which:

- Are general complaints that cover all services provided by us except for Social Care (see below)
- Can be made by any member of the public

Statutory complaints that relate to Adult Social Care and Children's Services:

- Are treated separately by law
- Can relate to children in care or customers of Adult Social Care
- Can be made by the children or adults themselves
- A complaint can be made on their behalf by a carer, relative or employee
- Have different procedures to follow depending on whether they are related to children (see page 7) or adults (see page 8).

How do I complain?

If you are unhappy with our service, you can contact our departments directly and they will aim to solve any issues you may have. If you remain dissatisfied, you can make a formal complaint.

We always aim to solve any problems quickly, so if you are unhappy please contact our Customer Service Centre as soon as possible. You can contact the centre using the details on page 3 of this leaflet.

The employee that receives your complaint at the centre will make sure they fully understand your query. They may also need to contact you to verify your details or for further information.

The employee may be able to resolve the issue over the telephone for you. However, if this is not possible, your complaint will be dealt with by someone who can solve it.

If you contact us by telephone you will be asked:

- For your name, address and telephone number, so that we can contact you to let you know what we are doing to help put things right
- What you would like us to do to put things right

What we will do if you complain

Stage one – making a corporate complaint

- All corporate complaints are recorded on our system
- You will receive an acknowledgement within five working days
- We will aim to provide you with a final response within a further 10 working days from a Head of Service or nominated manager within the relevant service.

We will aim to resolve your complaint as quickly as possible.

What happens next?

Stage two – review

If you are not satisfied with your response you can ask for your complaint to go to the next stage. Your complaint will be dealt with at Director or Assistant Director level. You should receive a further reply within 20 working days. However, if this is not possible, you will be updated on the progress being made.

What if I am still not happy?

Resolving all complaints

If, after following the complaints procedure, you are still not satisfied with the way your complaint was handled, you can contact the Local Government Ombudsman. Information on how to do this will be sent to you when we respond to a stage 2 complaint. An Ombudsman will commission an independent investigator to consider if we have dealt with your complaint properly. You can contact the Local Government Ombudsman at:

Local Government Ombudsman

PO Box 4771, Coventry CV4 0EH

Tel: 0300 061 0614 (Monday-Friday 8:30am-5:00pm)

Text: 'call-back' to 07624 803 014

Email: advice@lgo.org.uk

Website: lgo.org.uk

Making a statutory complaint - Children's Services

Stage one – local resolution

If you make a formal complaint, an appropriate manager will deal with your concern. You should receive acknowledgement within two working days and a final response within 10 working days of making your complaint. Because some complaints are complex or because an advocate is required to assist the young person, a further 10 days can be allowed before a response is made. If this is the case you will be kept informed. We will try to resolve your complaint by listening to you and asking what action you would like to be taken.

Stage two – independent investigation

If you are not satisfied with the response at stage one, you can ask for an independent investigation. An investigating officer and an independent person will be appointed to investigate your complaint and report back to you and the complaints manager, usually within 25 working days. However, if it is not possible to meet this deadline, you will be kept informed and a full response will be produced within three months. If your complaint is about a service where there is an independent regulator, for example issues about the Data Protection Act you can refer it to them.

Stage three – review panel

If you are still unhappy with the response, an independent panel will review how the complaint has been handled. The panel must meet within 30 days of your request. If your complaint is about a service regulated by Ofsted (Office for Standards in Education) you can complain directly to it. Ofsted also deals with Children's Services and Skills. It inspects and regulates care for children and young people as well as inspecting a wide range of schools, children's homes and fostering and adoption services.

Ofsted can be contacted by:

By post

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

By telephone

The following helplines are open from 8.00am to 6.45pm, Monday to Friday:

- general helpline **0300 123 1231**
- about education or adult skills **0300 123 4234**
- prefix for Typetalk **18001**
- for textphone/Minicom users **0161 618 8524**

For further information on complaints visit the following link:

<http://www.ofsted.gov.uk/contact-us/how-complain>

Making a statutory complaint - Adult Social Care

There are two ways that your complaint will be dealt with, either an informal response or a formal investigation. If you remain dissatisfied after you receive the council's response, you may refer your complaint to the Local Government Ombudsman. There are no statutory regulations about how quickly the council should respond to complaints but the council will aim to respond to all Adult Social Care complaints within 10 working days.

The statutory complaints process has a complaints manager who you can contact for advice and guidance if you wish to make a complaint - the contact details are shown below:

Fill in our online feedback form at: **www.lincolnshire.gov.uk/feedbackform**

Email: **feedback@lincolnshire.gov.uk**

Telephone: **01522 782060**

Write to: **Customer Relations and Complaints Manager**

Lincolnshire County Council, Customer Feedback, PO Box 841, Lincoln LN1 1ZE

Fax: **01522 516137**

If you have a complaint about a care home, nursing home or any other social care service you should contact the home or service first for them to deal with it through their complaints procedure. If you are not satisfied with the response it can then be referred to the council.

The Care Quality Commission (CQC) is the independent regulator of healthcare and Adult Social Care services in England. The CQC cannot look into complaints about health and social care services. The only exception to this is are complaints from people whose rights are restricted under the Mental Health Act, or their representatives, about the way staff have used their powers under the Act.

Although the CQC do not look into complaints they welcome people sharing their experience of care with them so that they can check if providers are meeting the essential standards of quality and safety.

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk



We are here to help

Our Customer Feedback Team are available to offer confidential advice if you are thinking about making a complaint.

Call **01522 782060** if you would like:

- An explanation of the complaints procedures
- To request this leaflet in another language or format, such as Braille or large print
- Information on independent organisations that can help you with your specific query such as advocates who can make a representation on your behalf.

You can also email: **feedback@lincolnshire.gov.uk**

or visit: **www.lincolnshire.gov.uk/feedbackform**

Confidentiality

The information that you give to us will remain completely confidential.

If you would like to request a copy of the council's **Compliments, comments and complaints** leaflet in an alternative language please call: **01522 782060**

Polish

Ta informacja jest także dostępna w innym języku i formacie. W razie jakichkolwiek pytań zadzwoń pod powyższy numer.

Russian

Эта информация может быть предоставлена на другом языке или в другом формате. По всем вопросам пожалуйста звоните по вышеуказанному номеру.

Portuguese

Esta informação pode ser fornecida em outro idioma ou formato. Para quaisquer inquéritos, contacte o número acima.

Latvian

Ja nepieciešams, šo informāciju varat saņemt citā valodā vai citā formātā. Uzziņām, lūdzu zvāniet pa augstāk norādīto tālruni.

Lithuanian

Ši informacija gali būti pateikta kitoje kalboje ar formate. Visiem pasiteiravimam prašome susisiekti su viršuj nurodytu numeriu.

Slovak

Táto informácia môže byť poskytnutá v inom jazyku alebo formáte. So všetkými otázkami sa prosím obráťte na vyššie uvedené číslo.



