

# Complaints, Comments and Compliments about Adult Services



Tell us what you think about Adults Services. Your views are important and help to improve our services.



We want to make it easy for you to make a complaint or provide feedback.

This booklet tells you how.



# How to make a complaint

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You can contact the Customer Feedback Team by:

- completing the tear-off section of this leaflet and sending to the freepost address, which means you do not need a stamp
- calling **0800 587 0072** or **020 7361 2661**
- emailing **ASCCustomerFeedback@westminster.gov.uk**
- writing to: **Customer Feedback Team, 4th Floor, 77 Glenthorne Road, Hammersmith, London, W6 0LJ**

## Your right to complain

We hope that the services you do receive are of the quality that you expect. But there may be times when you feel unhappy with your service. If this happens, you have the right to complain.

We want to:

- Get it right first time
- Be customer focused
- Be open and accountable to you
- Act fairly
- Put things right where they are wrong

If your complaint is about harm to a person who may not be able to protect themselves, please ring our Safeguarding Adults Helpline on **020 7641 2176**.



# The process and what to expect

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The Customer Feedback Team will provide you with a helpful service ensuring that there is no impact on your current service provision or any future decision about the service you receive. To ensure this, we will:

- go through the details of your comment or complaint and agree a reasonable date for the response
- provide you with support if you need help to make a comment or complaint
- explain the complaints process to you
- write to you within three working days to let you know who is handling your complaint
- take your comment or complaint seriously and make sure you receive a full and fair response
- let you know if we need more time and agree an alternative timescale with you
- put things right for you if we can and learn from any mistakes to improve our services
- advise and support you if your complaint is about another body acting on our behalf.

Please note that the usual time limit for making your complaint is 12 months from the date you became aware of the problem.

## Next steps

If you are dissatisfied with the outcome of the investigation into your complaint, you can complain to the Local Government Ombudsman at:

**PO Box 4771, Coventry, CV4 0EH**

Telephone: **0845 602 1983**. Lo-call advice service from landlines and mobile phones on **0300 061**

**0614** SMS: Text 'call back' to **0762 480 3014**





# Complaints about other organisations

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If your complaint concerns a body within the National Health Service (e.g. hospital service or Mental Health Trust) or an independent provider, we will forward it to the relevant organisation with your consent. If your complaint involves the council and another body we will acknowledge your complaint within three working days and ensure that you receive a single response.

## Advocacy and support

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If you are aged over 60 and need help to make your complaint, contact Advocacy Plus.

Tel: **020 7837 6744**

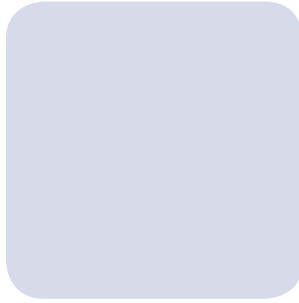
Email: [info@advocacyplus.org.uk](mailto:info@advocacyplus.org.uk)

If you are under 60 and would like to find out more about advocacy support, contact the Customer Feedback Team.

Tel: **0800 587 0072** or **020 7361 2661**

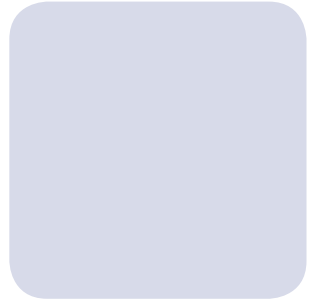
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For a large print copy of this leaflet call **020 7641 3482**.



# Feedback form

Please fill in this form, tear off and post back to us





## Section three

Please tell us about your comment, complaint or praise in detail.  
You can continue on a separate sheet if you need to.

Blank writing area for section three.

If you are making a complaint, please tell us what you would like to happen as a result of this.

Blank writing area for section three.

## Data Protection Notice

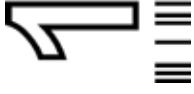
The personal information that you provide will be handled by the council in accordance with the Data Protection Act 1998. It will be used for processing your complaint, compliment or comment and will not be used for any other purpose. Your information may be shared with other council departments and external organisations.

I give my consent for the council to hold the above personal information, in accordance with the Data Protection Act.

Signed

Date (DD/MM/YYYY)

detach page, moisten the glue strips, fold in half, seal and post



Freepost Plus RSUG-JSEL-CZKR  
Complaints Team Westminster City Council  
Westminster City Hall  
64 Victoria Street  
LONDON  
SW1E 6QP