

Have your say

Adult Care Services



A guide to making compliments, comments or complaints about Hertfordshire County Council's Adult Care Services

We aim to offer high quality services and to be as helpful as possible. We welcome praise for staff or services as this helps spread good practice. Also, if you're dissatisfied, we need to know so we can make improvements.

An online form to register compliments, comments or complaints can be found at:
www.hertfordshire.gov.uk/complaints

Who else can help?

If you would like help and support from someone who is not part of HCC you may contact:

Organisation	Telephone	Website
Carers in Hertfordshire	01992 586969	www.carersinherts.org.uk
Citizens Advice Bureau	0844 411 1444	www.adviceguide.org.uk
Family Lives	0808 800 2222	www.familylives.org.uk
HertsHelp (Advocacy Services)	0300 123 4044	www.hertfordshire.gov.uk/hertshelp
NSPCC	0808 800 5000	www.nspcc.org.uk
POhWER (Advocacy Service)	0300 456 2370	www.pohwer.net

Please note that Complaints Team is not an emergency service. If you require urgent assistance, you may contact the Customer Service Centre on 0300 123 4042 and they will direct you to the relevant service. Lines are open from 8am to 8pm Monday to Friday and from 9am to 4pm on Saturdays.

Textphone: 0300 123 4041

Calls from Typetalk Users and those requiring a Language Interpreter (via Language Line) are also welcomed. Sign Video and BSL Video Interpreting Services are also available.

If you or someone you know is at risk of abuse or neglect: report online at www.hertfordshire.gov.uk/adults Alternatively call 0300 123 4042

This complaints procedure DOES NOT cover:

- Matters where the grounds for complaint arose more than 12 months ago, unless you are able to demonstrate a good reason why you could not have made your complaint within 12 months.

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- Matters for which there is a formal right of appeal through an independent review process.
- Matters which are the subject of legal proceedings.
- Complaints about County Council policies that affect all or most people using the Council's services. You can discuss these with your local County Councillor if you wish.
- Complaints about County Councillors.
- Complaints about matters over which HCC has no control, e.g. services provided by District or Borough Councils.
- Complaints made by applicants for jobs within the Council.
- Complaints about Libraries.
- Staff Disciplinary and Staff Grievance matters.
- Complaints where there is a separate complaints procedure.

How will my complaint be dealt with?

First, it's usually best to talk to the worker you have contact with who will try to resolve your concerns informally. If you still wish to make a formal complaint, please make sure that you provide clear information regarding what your complaint is about and your desired outcome(s).

Consent: If you are complaining on behalf of someone else, you need to include written consent from them. If you cannot obtain consent, we will still look at the situation to make sure the person is safe and well, but it will not go through the formal complaint's procedure.

Joint complaints: If your complaint involves services arranged or provided by the NHS, we will need your consent to share your concerns with them.

Provider complaints: If your complaint is about a care provider, you should raise your complaint direct to them as they have their own complaints procedure. Should you remain dissatisfied, you may wish to submit your complaint to the Council.

The Council's Adult Care Services Complaints Process:

Acknowledgement within 3 working days.

Local Resolution: Team Manager of the service to investigate and respond within 10 to 25 working days.

If not resolved, you will be asked to confirm outstanding concerns and desired outcomes for consideration within 20 working days (4 weeks) from the date of response.

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Senior Management Review (SMR): A Senior Manager will undertake a further investigation and will respond within 20 working days (4 weeks).

Depending on their complexity, complaints may take longer to resolve but no later than 6 months.

Should you remain dissatisfied you will be referred to the Local Government and Social Care Ombudsman (LGSCO), whose contact details are as follows:
LGSCO, PO Box 4771, Coventry CV4 0EH. Telephone: 0300 061 0614;
website: www.lgo.org.uk

If your complaint relates to the handling of data, you may approach the Information Commissioner's Office, whose contact details are as follows:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113

You may also speak with your local County Councillor. To find out their contact details, visit www.hertfordshire.gov.uk/countycouncillors or call our general enquiries number on 0300 123 4040

Independent information and advice:

HertsHelp:

Telephone: 0300 123 4044

E-mail: info@hertshelp.net

Text message: 0794 317 1719

Post: HertsHelp, Hertlands House,
Primett Road, Stevenage, Hertfordshire, SG1 3EE



The Care Quality Commission:

Telephone: 0300 061 6161

Web: www.cqc.org.uk

E-mail: enquiries@cqc.org.uk

Post: CQC National Customer Service Centre,
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Find a local community service: www.hertfordshire.gov.uk/directory or drop into your local library

Customer Service Team – Complaints

Postal Point: CH0118 | Resources Department | County Hall | Hertford | SG13 8DF

Email: acs.complaints@hertfordshire.gov.uk

Website: www.hertfordshire.gov.uk/complaints

This information can be made available on request in other formats, including large print, Braille, audio and other languages.