Have your say

How to make a comment, compliment or complaint about services provided or arranged by Adult Care Services Department of Hertfordshire County Council

How can we help you?

We aim to offer good quality services and to be as helpful as possible. If you are not happy we need to know so we can make improvements. This factsheet explains how to make a comment, compliment or complaint and how we will respond.

Compliments

We welcome praise for staff or services. Compliments help us to spread good practice.

Complaints

If you wish to complain about a service it’s usually best to talk to the worker you have contact with. This is often the quickest way to get things fixed. You can also ask to speak to their line manager.

If you prefer, please contact our Complaints Team for further information and discussion.

Online contact form:  www.hertfordshire.gov.uk/haveyoursay
E-mail:  acs.complaints@hertfordshire.gov.uk
Telephone:  01992 556685
Address:  Adult Care Services Complaints Team, CHO118, County Hall, Pegs Lane,Hertford, Herts, SG13 8DF

We would normally expect to receive your complaint within 12 months of the cause.

Anyone who has asked for a service has the right to complain. Your complaint does not affect the services or support we offer you. A complaint may arise if we have:

- Made a mistake
- Not done something we should have done or promised to do
- Acted unfairly, unreasonably or unlawfully
- Implemented a policy incorrectly

Date published: 04/03/2019
Complaints procedures do not cover:

- Council policies which people do not agree with. Representations about policies can be made to your local County Councillor or people providing the service
- Matters the department has no control over such as services from other councils
- Matters which are subject to legal proceedings or being investigated by the police

Our complaints process

We always try to resolve complaints as quickly as possible.

If you are complaining on behalf of someone else you need to include their written consent confirming that they wish you to complain on their behalf. If you cannot get consent we will still look at the situation to make sure the person is safe and well, but your concern will not be treated as a complaint.

The quickest way is usually to talk to the worker you have contact with. If you are not satisfied, ask to speak to their manager.

The manager will normally talk to you to resolve the problem. They will acknowledge your complaint within three working days. They will ask what you want to happen, explain what we will do to try to put things right and agree timescale with you. This is called a “complaint plan”.

Our response to your complaint will be put in writing and will confirm your right to raise your complaint to the Local Government Ombudsman if you are not satisfied.

If your complaint is about a service we arrange through another care provider, you have the right to ask for their complaints procedure. We can help you make a complaint to them.

If your complaint involves services arranged or provided by the NHS we normally investigate your concerns jointly with them. If you consent to this, one response will be provided to all your complaints.

What to do if you are unhappy with the response

We may agree further steps as part of resolving your complaint. If you remain dissatisfied you retain your right to raise your complaint to the Local Government Ombudsman.

Web: www.lgo.org.uk.
Telephone advice line: 0300 061 0614
Text: 0762 481 1595
Address: Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH.
Independent help and advice

Contact HertsHelp, which can also help you get someone called an advocate to help you complain. Contact information below.

Additional help and support

The Care Quality Commission – which regulates health and social care services in England can also provide help and support.

Web: www.cqc.org.uk
E-mail: enquiries@cqc.org.uk
Tel: 0300 061 6161
Address: CQC National Customer Service Centre,
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Contact us

For adult care services and to comment or complain:
Web: www.hertfordshire.gov.uk/adults E-mail: contact@hertfordshire.gov.uk
Telephone: 0300 123 4042 Textphone: 01992 555506
British Sign Language (BSL) video interpreting service available.

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

Call HertsHelp for independent information and advice:
Telephone: 0300 123 4044 E-mail: info@hertshelp.net
Text: Text Hertshelp to 81025 Textphone: 0300 456 2364

If you or someone you know is at risk of abuse or neglect:
Call us on 0300 123 4042 (24 hours a day)

Calls to 0300 cost no more than a national rate call to a 01 or 02 number