



North

Yorkshire County Council

Compliments, Complaints, Comments and Concerns in Adult Social Care

Listening, responding, improving

February 2010



Adult and Community Services

A responsive County Council providing excellent and efficient local services

Listening, responding, improving

Help us get it right

Please tell us your views about adult social care services provided by North Yorkshire County Council. Your comments can help us to improve our services and plan for the future.

Compliments

If you are happy with any part of the service you receive please let us know. We are always pleased to hear about services working well. You can use the form attached to this leaflet, contact the Complaints Manager or tell a member of staff.

Comments and Concerns

We would like to hear from you if you have a comment or suggestions on how we can improve our service, or if you would just like to talk to someone about your concerns. You can fill in the form attached to this leaflet or tell a member of staff.

How to complain

If you are unhappy about a service we provide or the care we have arranged for you, please tell us and we will try to sort out the problem. Making a complaint will not affect your right to receive our services. If you would like a relative, friend or advocate to make a complaint on your behalf we will need your agreement and consent to share information with them. Or, you can ask someone to support you to make the complaint yourself.

We aim to resolve complaints as quickly and informally as possible. If you are able to talk to the managers who deliver your service, this is often the quickest and best way to get a problem resolved. If you do not feel able to do this, are not sure who to speak to or you are unhappy with the response from the local manager you can contact the Complaints Manager.

You can contact us by telephone, e-mail, use the form attached to this leaflet, or write to us at:

Adult Social Care Complaints Manager

North Yorkshire County Council
Adult & Community Services
County Hall
Northallerton
North Yorkshire DL7 8DD

Telephone: 0800 515875 or 01609 532638

e-mail: social.complaints@northyorks.gov.uk

www.northyorks.gov.uk

What will happen when I make a complaint?

When you contact us we will need to know what has happened and what you think should be done to put things right. We will contact you about the best way to deal with your complaint and how quickly we will be able to reply to you.

What if I am unhappy with the response?

If you are not satisfied with the response you have received from us you can contact us again to see if there is any other way of resolving your complaint. If you are not satisfied with the final decision or the way we have dealt with your complaint you can contact the Local Government Ombudsman.

You can also contact the Ombudsman for advice at any time. They will usually ask us to investigate your complaint first if we have not had the opportunity to try to resolve your concerns. You can contact them at:

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

Advice Team: 0845 602 1983
e-mail: advice@lgo.org.uk
www.lgo.org.uk

Independent Care Providers

If your complaint is about a private care home or agency you should contact them in the first instance as they will have their own complaints procedure to follow. If you are unhappy about their response and your care has been arranged and funded by Adult & Community Services, we may be able to look into your complaint further.

The Care Quality Commission inspects and reports on social care services. You can contact them for information and advice at:

Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle-upon-Tyne NE1 4PA

Telephone: [03000 616161](tel:03000616161)
e-mail: enquiries@cqc.org.uk
www.cqc.org.uk



North Yorkshire
County Council
County Hall,
Northallerton, North
Yorkshire. DL7 8AD.

You can contact the council in the following ways...

By telephone: Our Customer Service Centre is open:
Monday - Friday 8.00am - 8.00pm
and Saturday 9.00am - 5.00pm

Call: 0845 034 9410

By email: customer.services@northyorks.gov.uk

or alternatively you can access all North Yorkshire County
Council information online at: www.northyorks.gov.uk

If you would like this information in another language or



I would like to make a

Complaint

Compliment

Comment

Suggestion

Name:

Telephone No:

Address:

.....

If you are complaining on behalf of someone else, please complete their details below. If they are able, please ask them to sign to confirm they are aware of and in agreement with the complaint made on their behalf.

Name:

Telephone No:

Address:

.....

I agree to making this complaint on my behalf

Signed

My/their complaint/compliment/comment/suggestion is:

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The outcome I would like to see is:

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Please continue on an additional sheet if necessary

NO STAMP REQUIRED

FOLD HERE AND SEAL

BUSINESS REPLY SERVICE
Licence No. DL799

2



North Yorkshire County Council
Adult and Community Services
County Hall
NORTHALLERTON
North Yorkshire
DL7 8BR

For attention of the Social Care Complaints Manager