

Help us to get it right!

**Solihull Adult Social Care Services
Complaints and Compliments procedure**

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Help us to get it right!

Solihull Adult Social Care Services are committed to putting the needs of our service users first, delivering high quality services where the service user is at the heart of everything that we do.

If you are unhappy with something we have done or said, please tell us about it. You might want to tell us where things have gone well, and that you appreciate the service we have provided.

We want to:

- Listen to your views
- Know when things have gone well
- Learn from any mistakes and improve services in the future
- Take complaints seriously and look into them sensitively, thoroughly and fairly
- Give an explanation and apologise if something has gone wrong
- Take action where we can to put things right

Who can use this procedure?

Anyone who either receives a service from Solihull Adult Social Care Services, (including residential/home care services where the council pays for or contributes towards the care) or has requested a service and had the request declined. You can also use this procedure if you are acting on behalf of a service user with their consent.

Equal opportunities

People have a right to be treated with respect, dignity and fairness in all contacts with us regardless of racial identity, gender, disability, age, culture, religion, status or sexuality.

Compliments

There may be times when you are so pleased and satisfied with a service we provide that you would like to contact us, so we can pass on your positive comments to the staff concerned.

Compliments can be made directly to the team or office concerned, or to the Statutory Complaints Team using the contacts details shown below.

Complaints

If you feel our service to you has been unacceptable, you have the right to complain. You can also complain to us about services provided in your home, that the council pays for.

How to make a complaint

If you are unhappy with a service we have provided and need to make a complaint, you can contact the Statutory Complaints Team as below:

- Email us – **candacomplaints@solihull.gov.uk**
- Call us – **0121 704 8296**
- Write to us – **The Children and Adults Complaints Team, Council House, Manor Square, Solihull, B91 3QB**

Learning from the mistakes we make

We want to learn from all complaints made to us. The outcome of your complaint will be used as a positive method of improving our services. We monitor all complaints received so that we can highlight areas where improvement is needed.

Do you need help to raise your concerns?

If you wish to make a complaint but are unable to do so yourself, then another person can help you. This might be a relative, friend or advocate such as the Citizens' Advice Bureau, Age UK or Solihull Mind. In certain circumstances we may be able to arrange an advocate for you.

Data Protection

The information you give to us will be used so that we can investigate your complaint. Any details you give us may be shared with other people who may be involved with your complaint, now and in the future. Sometimes, the law says this information may also be shared with other organisations we work with. Your personal details may be shared with other departments or teams in the Council to make sure the information we hold is correct and to find out about any other services that may be of interest to you.

I wish to make the following: (please tick one box)

Complaint Compliment Comment

Please complete all details on this form and send it to

- Children and Adults Complaints Team, Solihull Council, Solihull, West Midlands, B91 3QB
- Or hand it in at any of the Solihull Council Connect walk-in centres - for opening times go to our website at www.solihull.gov.uk/About-the-Council/Customer-services/walk-in-centres

If you need any further assistance or help to complete this form, please contact a member of the **Children and Adults** Complaints Team on 0121 704 8296.

Today's Date

Your name

Address

Postcode

Telephone number

Email

If you are writing on behalf of someone else, please give their details below.

Name

Address

Postcode

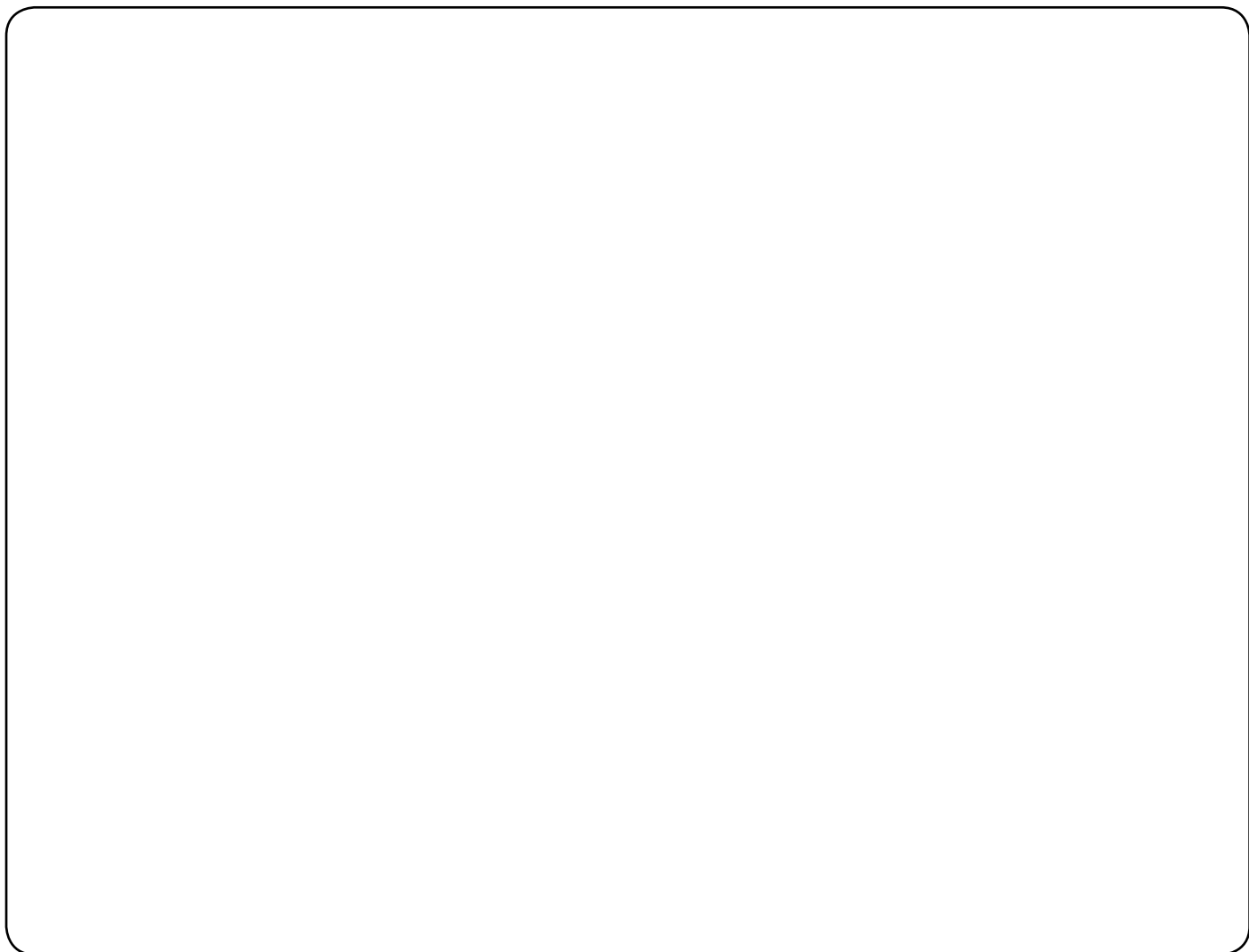
Telephone number

Relationship to you

Name of social worker (if known)

Please tell us about your complaint, compliment or comment.

Continue on a separate piece of paper if necessary.



Please tell us what you would like to happen as a result of making this complaint, compliment and comment.

