



Complaints, Compliments and Comments

شکوہ شکایت، نکتہ چینی اور تعریف و صلحہ

शिकायतें, प्रशन्सा और सुझाव

ਸ਼ਿਕਾਇਤਾਂ, ਸ਼ਲਾਘਾ ਅਤੇ ਸੁਜਾਉ

تقدیرات و اقتراحات و شکاوی

抱怨,表扬和评论

Department of Adult Social Care
(including Public Health)



We welcome Complaints, Compliments and Comments. We use them to help us to improve our service to you.

Compliments

If you are paying someone a compliment we will pass it on to the person.

Comments

We value your comments and will use them to improve our service.

Complaints

Who can complain?

You can still make a complaint even if following your social work assessment you were not offered a service. You can also complain if you arrange and fund your own care or if you have a personal budget. If you are unhappy about Public Health services you can also complain.



A friend, family member or Advocate can complain on your behalf if you are not able to or do not want to complain yourself.



If someone is complaining on your behalf they need to ask for your permission.

We will decide if someone is suitable to act on your behalf.

Where we feel this is not the case we may refuse to investigate your complaint.

You can still make a complaint even if the person you were concerned or cared for has passed away.



How to make a Complaint, Compliment or Comment

Speak to your Social Worker, Service Manager or any member of Social Care or Public Health staff.



Sometimes this can help to get the problem sorted as quickly as possible.



If you would prefer to speak to someone else you can telephone the Complaints Manager on (01642) 729815.



We can arrange an appropriate interpreter for you.

You can also complete the enclosed form and return it to:
The Complaints Manager,
Middlesbrough Council
Department of Social Care,
PO Box 505, Civic Centre,
Middlesbrough, TS1 9FZ.

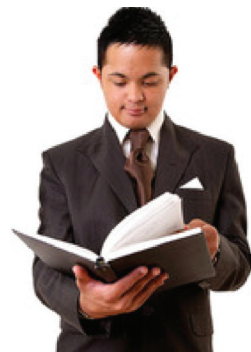


Or log on to www.middlesbrough.gov.uk/comments where you can make a complaint, compliment or comment.



You should make your complaint within 12 months to make sure we can investigate it properly.

Sometime we investigate some complaints after 12 months of the incident taking place.



If your complaint is about a Residential or Nursing Care home, domiciliary care provider or another agency that we contract with please use their complaints procedure.



If you are not happy with the outcome of the complaint, tell us. For more information telephone the Complaints Manager on (01642) 729815.



If you are not happy with our complaints procedure

If you are still not happy once your complaint has been fully investigated then you can contact a Solicitor, your MP or the Local Government Ombudsman.



Here are the Local Government Ombudsman's contact details:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone No: 0300 061 0614
Website: www.lgo.org.uk

Advocacy

You may wish to see an Advocate. An Advocate is someone who is independent. They can speak on your behalf.



If you make a complaint we will send you some information about advocacy in the post.



Protection of Vulnerable Adults from Abuse

We have guidelines to protect vulnerable adults from abuse. Vulnerable adults are those people who may be unable to take care of themselves or protect themselves from harm.

If you have any concerns about the well-being of another person, or if you need support, contact Middlesbrough Council Contact Centre on (01642) 726004.

If we feel that your complaint or parts of it need to be referred to Adult Protection we will stop our complaints procedure.



If you make a complaint it will:

- **not** affect the service you receive;
not mean you will be singled out or mistreated.

If you are worried these things may happen to you or you would like to talk to someone confidentially, telephone the Complaints Manager on (01642) 729815.



How to contact the Department of Social Care

In office hours:

Our office hours are

Monday to Thursday 8.30am - 5.00pm

Fridays from 8.30am - 4.30pm

You can contact us by phone

Telephone: (01642) 726004, or

by using Minicom: (01642) 726980

(please use announcer).



In person you can visit us at our

Contact Centre, Middlesbrough House,

50 Corporation Road, Middlesbrough TS1 2YQ.

Our Contact Centre is open

Monday, Tuesday & Thursday 8.30am - 4.30pm

Wednesday 12.30pm - 4.30pm

and on Fridays from 8.30am - 4.00pm



Emergencies, out of office hours and weekends:

For emergencies, out of office and weekends you can

Telephone: 08702 402994 or you can call using

Minicom: (01642) 602346 (please use announcer).

You can write to us at:

Middlesbrough Council Department of Social Care

PO Box 505, Civic Centre, Middlesbrough TS1 9FZ



You can email us at:

socialservices@middlesbrough.gov.uk

Or visit our website at:

www.middlesbrough.gov.uk/comments



Tell us what you think about this booklet

Name of Booklet:

We would like to hear from people who read our information. Please take a few minutes to fill in this tear off form to tell us what you think.

How useful did you find this booklet?



Good



Okay



No use

How easy is the leaflet to understand?



Good



Okay



No use

Do you have any comments or suggestions about the information we make available? Is there anything else you would like to let us know about?

.....

.....

.....

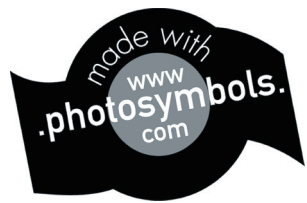
.....

Please post this tear off form back to us at the freepost address below. There is no need for a stamp.

**The Public Information Officer, Social Services,
Freepost MI 408, Civic Centre, Middlesbrough TS1 2BR**

Please note that you can also share more of your views with us on our website at

<http://consult.middlesbrough.gov.uk/portal/hsc>





CCC Feb 14

We can provide this leaflet in other languages, large print, Braille on CD or tape telephone 01642 728305.

ہم آپ کو یہ لیفلٹ دوسری زبانوں میں بھی فراہم کر سکتے ہیں فرمائش خواہ بڑے پرنٹ کی ہو،
(01642) یا 728305 پر فون کیجئے

हम यह लीफ़्लैट दूसरी भाषाओं में, बड़े प्रिन्ट में, ब्रेल में सी डी पर या टेप पर अनुवाद करवा सकते हैं
कृपया टैलीफोन करें 01642 728305

ਅਸੀਂ ਇਹ ਲੀਫਲੈਟ ਦੂਜੀ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ
ਸੀ ਡੀ ਤੇ ਜਾਂ ਟੇਪ ਤੇ ਅਨੁਵਾਦ ਕਰਵਾ ਸਕਦੇ ਹਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ
ਕਰੋ : **01642 728305**

باستطاعتنا تقديم هذا المنشور بلغات اخرى أو بكتابة كبيرة أو الابريل على قرص سي دي أو
. 01642 728305

我们可以提供其他语言大字体,盲文的光碟或磁带版本.需者请致电
01642 728305 或多或少

Mi 
lesbrough
moving forward

www.middlesbrough.gov.uk