

Comments, complaints and compliments about adult social care



Easier to read guide
www.kent.gov.uk/learningdisability

This publication is available in alternative formats and can be explained in a range of languages.

Please call 03000 410 410 or text relay 18001 03000 410 410 for details.

Images from photosymbols

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hello

We want to know what you think about the services we provide.

Good or bad, we need to know what we are doing right or wrong.

comment

If you would like to tell us what we could do better this is a comment.

compliment

What is good about our services is a compliment.

complaint

What is bad about our services is a complaint.



You can make a complaint if you are unhappy.

It is okay to complain.



Our contact details are on page 11.



comment

Do you have an idea which would make our services better?

If you do, this is called a comment.



Tell us about:

- what services you would like to see
- what you think of our services
- what we can do better.



Telling us if you think something can be done better is important.

It can help us make things better for everyone.



To make a comment, contact the person from Adult Social Care you have most contact with.

Or you contact the Complaints Team - see page 11.



compliment

You might like to tell us about something we did well.

This is called a compliment.



This could be about a member of staff:

- who was helpful
- who listened to you
- who made things better for you.



Telling us when we do something right is important.

It can help us make things better for everyone.



To make a compliment, contact the person from Adult Social Care you have most contact with.

Or you can contact the Complaints Team - see page 11.



complaint

You can make a complaint if you are unhappy.

It is okay to complain.

Tell someone what is wrong and we will try and put it right.

You can tell:

- the member of staff who supports you
- the manager of your service
- our complaints team.

You can ask someone else to tell us the problem. That person is what we call an advocate and could be a friend or relative.





What happens next?

It may be that we can sort the problem out quickly without needing to do anything else.



If we cannot our Complaints Team will look into it.

A member of the team can explain the process to you.



We will contact you to let you know about what we have done about your complaint.

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Can I complain if I am not receiving a service?

Yes, if you do not use our services but are affected in some way by our work contact our Complaints Team.



If you get a service from a private social care provider, you will need to complain to them first.

But you might like to tell us so we can make a note of your complaint.

We might not be able to sort out your complaint, but we will try and help.



What happens if I am still unhappy?

If you are still not happy a person called 'the ombudsman' can help you.

The ombudsman is not from the council. They will check what the council has done and try and put things right.

You can get a booklet on how to do this from

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH



ombudsman



Website: www.lgo.org.uk/making-a-complaint



Helpline: 0300 061 0614

How to contact us:



Write to: Adult Social Care Complaints Team
Kent County Council
Invicta House
County Hall
Maidstone, Kent
ME14 1XQ



Telephone: 03000 410 410



Textphone: 018001 03000 410 410



Email: complaintsteamadults@kent.gov.uk

Notes

Comment, compliment or complaint form

I would like to make a: (please tick) ✓

Comment

Compliment

Complaint



My name is:



My address is:



My telephone number is:

Name/address of service:



I would like to tell you about:

What would you like to happen?

Signed

Date

Please post to the Complaints Team as shown on page 11.