

Adult Social Services

Make your experience count

Do you have:

- a concern, comment, compliment or complaint?
- something to say about our services?

June 2017



WARRINGTON
Borough Council

It's important we get your feedback - concerns, comments, compliments and complaints

Warrington Borough Council is committed to providing high standards of service. You can help us to do this by telling us when we do things well or badly and by suggesting ways to improve services. Adult social care services provide support for thousands of individuals and families in the Warrington area, so it's really important we hear what you think about our services.

You may not be satisfied, for example, about:

- the quality of the service you are receiving
- the way you have been treated
- being given insufficient information or wrong advice

The best way for us to make improvements is to listen to what you have to say and learn from it.

Your comments will be welcomed.

If you need help making a complaint

We understand that some people can find it difficult to complain, or may be nervous or have difficulties speaking and communicating. We will try to help you in any way we can, or put you in touch with someone who can help you to say how you feel.

If you would like some help with your complaint please contact us or one of the following:

Warrington Speak Up 1:1 Advocacy
89 Sankey Street
Warrington
WA1 1SR
Telephone: 01925 248470
Email: info@warringtonspeakup.org.uk

Citizens Advice Bureau
The Gateway
89 Sankey Street
Warrington
WA1 1SR
Telephone: 01925 246994

Making a complaint

You should start by explaining your concerns to the member of staff with who you are in direct contact. If that is not possible, or if you are still not happy, you should ask to speak to that person's manager or the customer service team. Most problems can be sorted out quickly through discussion.

If you are still not satisfied, you may ask for the matter to be investigated as a formal complaint. For this, you should contact either the manager of the service or the customer service team at:

**Warrington Borough Council
Families and Wellbeing
New Town House
Buttermarket Street
Warrington
WA1 2NH
Telephone: 01925 443111**

Putting your complaint in writing can be the clearest way of making your point. If you prefer, you can make your complaint by visiting or telephoning 'Contact Warrington' based in the town centre:

**Warrington Borough Council
Contact Warrington
26-30 Horsemarket Street
Warrington
WA1 1XL
Telephone: 01925 443322**

Who can make a complaint?

We want to hear from you if you:

- receive a service from us
- are the representative and acting in the interests of someone who receives a service from us
- have been refused a service for which you believe you qualify

You can do this yourself or get a friend or relative to help you.

What happens next?

When you contact us we will acknowledge your contact within three working days. An Investigating Officer will then get in touch with you to listen to what you have to say and understand what your problem or concern is. They will agree with you the best way to deal with it and a timescale in which to resolve it.

Your feedback about our services gives us a valuable opportunity to learn and improve. We will let you know what actions we will take as a result of our enquiries into the issues you raised.

Please be assured that the information you give us will be treated in confidence and is covered by the data protection act. However we may ask for your consent to share information where necessary to resolve any issues you might raise.

Other options open to you

If you are concerned about possible abuse or neglect in a situation, or the quality or safety of services provided, this could be linked to a safeguarding issue. Safeguarding is the name of the process agencies follow to protect vulnerable adults from abuse or neglect. Warrington Borough Council with partner agencies, such as health services and the police, work closely together to do this following clearly agreed procedures.

Abuse is mistreatment by any other person which denies someone the civil and human rights to which everybody is entitled. There are different kinds of abuse such as financial, physical, sexual, psychological, or neglect, and it can happen anywhere, even in a person's own home, in a nursing home or a hospital.

If you feel that someone who is vulnerable is being abused, or is likely to be at risk of abuse, or you yourself are being abused, you can call:

Access Social Care team

Telephone: (01925) 444239

In emergencies outside of office hours

Telephone: (01925) 444400

You can also contact the Care Quality Commission about any concerns or complaints. They make sure registered providers, such as care homes or agencies that provide care at home, meet essential standards of care.

Any comments you wish to make will be welcomed by the Operational Director, Social Care (Deputy DASS) at:

**Warrington Borough Council
Families and Wellbeing
New Town House
Buttermarket Street
Warrington
WA1 2NH**

Telephone: (01925) 444400

At any time you are free to contact your local Councillor or Member of Parliament. You can get the names and addresses of Councillors from your local library or by visiting the council website www.warrington.gov.uk

If your complaint has been fully investigated and you are still not satisfied, you have the right to contact the Local Government Ombudsman who may be able to help at:

**The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH**

**Telephone: 0300 061 0614
Website: www.lgo.org.uk**

This leaflet can be obtained in Braille, British Sign Language (BSL), audio formats, large print and in other languages upon request.

For more information about adult social care services in Warrington visit the council website:

www.mylifewarrington.co.uk

Write to us at:

Customer Service Team
Warrington Borough Council
Families and Wellbeing
New Town House
Buttermarket Street
Warrington
WA1 2NH
Tel: 01925 443111
www.warrington.gov.uk

If you would like to use Typetalk or textphone please contact the Access Social Care team
Tel: 01925 444239

Help to complain

If you would like help with your complaint, we can try to arrange this. Would you like information about organisations that can help with your complaint?

Yes No

Please return this form to:

Customer Service Team
Warrington Borough Council
Families and Wellbeing
New Town House
Buttermarket Street
Warrington
WA1 2NH