

## About this guide

We always try to provide a high-quality service and aim to solve problems straight away. We want to hear your views, so we can improve our services.

This guide tells you how you can tell us about something we are doing well, make a comment, or tell us if you are unhappy about the service we have provided, or a decision that has been made about your care and support.

This guide explains....

- how to get in touch with us.
- what to do if you want to tell us about something we are doing well or make a comment about our services.
- what to do if you want to make a complaint about our services; and
- the procedures that we will follow.

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

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### Helping you through the process

We understand that sometimes it is difficult to complain about a decision or service you have received.

You can choose to have someone to help you through the process, this could be a family member, a friend, or an independent advocate. If you are unable to organise this yourself, you can ask us to arrange support for you.

If you need any further information about the Adult Social Care Complaints Procedure you can contact the Adult Social Care Complaints Officer by email or telephone (details are provided below).

## 1. How do I get in touch?

You can contact us in the following ways:

- in person;
- by email at [complaints@redcar-cleveland.gov.uk](mailto:complaints@redcar-cleveland.gov.uk)
- in writing to the Adult Social Care Complaints and Information Governance Officer at;  
Adult Social Care Complaints  
Business Support Corporate Resources  
Redcar and Cleveland Borough Council  
Redcar & Cleveland House  
Kirkleatham Street  
Redcar  
TS10 1RT
- by telephone; to the Adult Social Care Complaints Officer on 01642 771500 or
- by completing a compliments, service request or complaints form which is available on our website or from Council buildings.

## 2. Compliments and Service Requests

**We welcome your views as they help us share good practice and improve our services.**

You can tell us about things we are doing well or make a comment about our services by completing a compliments and service request form or by contacting the Adult Social Care Complaints Officer. If you prefer, you can talk to your Social Care Worker about our services and they will pass the details on to the Adult Social Care Complaints Officer.

The Adult Social Care Complaints Officer will send you an acknowledgement letter and pass your compliment or service request to the appropriate person to take any necessary actions.

## 3. Complaints

**If you're unhappy with Adult Social Care Services, we want to know about it and we want to put things right.**

Complaints about Adult Social Care and Health Services are sometimes referred to as 'Statutory Complaints'. This is because the Council has a legal obligation to consider complaints that qualify under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

To fulfil our legal duty, we consider complaints that qualify under the above legislation following our Adult Social Care Complaints Policy and Procedure. This guide provides you with an overview of the procedure we will follow. If you would like further information about the way we deal with your complaint, you can contact the Adult Social Care Complaints Officer.

## 4. What is a complaint?

We define a complaint as: ***"When someone tells us, they are not happy about a service or something we have or have not done that has had an impact upon them"***.

## 5. Who can make a complaint?

You can make a complaint if you are not happy with a service we are providing or a decision we have made about your care and support. Or, you can make a complaint on behalf of another person, but we will need their consent (or a copy of a legal document for example a Power of Attorney) before we can provide a response to the complaint.

If you are making a complaint on behalf of someone who is deemed to 'not have capacity' as defined by the Mental Capacity Act 2005, we will need to consider if you are acting in that person's best interest before the complaint is investigated.

## 6. Making a complaint

If you're not happy with the service we have provided or a decision we have made, the first thing you should do is speak to your Social Care Worker. In most cases, they'll be able to resolve the issue quickly.

If we have not been able to resolve the issue you should contact us to make a complaint. You will need to tell us:

- what it is you are not happy with;
- why you are not happy; and
- what you would like us to do to put things right.

You must contact us to make a complaint within 12 months of the issue arising. After 12 months, we may not be able to investigate a complaint.

If you make an anonymous complaint, and do not provide us with enough information to enable us to take further action, we may decide we are unable to investigate the complaint.

If your complaint is about **a service provided on behalf of the Council**, you can make your complaint direct to that organisation. There may be exceptional circumstances where we will investigate a complaint before it has been considered by the organisation.

If you prefer, you can make your complaint to the Council (even if you pay for the service yourself). We will then ask for your permission to pass your complaint to the organisation providing the service as they will need to investigate your complaint.

If your complaint involves concerns about your own or someone else's safety, we may consider whether we need to make an Adult Safeguarding Concern and follow the Adult Safeguarding Procedures.

## 7. What happens when I make a complaint?

Your complaint will be allocated to an Investigating Officer. They will contact you within 5 working days of receiving your complaint to discuss your complaint and explain to you what will happen as part of the investigation, and how long the investigation will take.

- we will aim to deal with your complaint in 20 working days; or
- for more complicated complaints we will aim to deal with your complaint in 65 working days.

The Investigating Officer will keep in touch with you during the investigation and write to you once their investigation is complete to tell you the outcome.

## 8. What do I do if I am not happy with the outcome of the investigation?

If you are not happy with the way, we have dealt with your complaint you can contact the Local Government Ombudsman. The Local Government Ombudsman is a free, independent, and impartial service.

For more details on how to complain to the Local Government Ombudsman contact:

**Address: LGO Advice Team, PO Box 4771, Coventry, CV4 0EH Phone: 0300 061 0614**

**E-mail: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)**

**Website: <http://lgo.org.uk>**

### Contact Details Adult Social Care

Directorate of Adults & Communities  
Adult Social Care  
Redcar and Cleveland Borough Council  
Redcar and Cleveland House  
Kirkleatham Street  
Redcar  
Yorkshire  
TS10 1RT

Telephone: 01642 771500

Email: [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

Website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Sign Video App (for BSL users)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.

Version 6 – March 2025