

# Your Guide to Making a Complaint



**Social Care**

## Children's Social Care - 18 or under or 21 if a care leaver

If you are unhappy about any of the services you receive from Hull City Council and you have not been able to sort things out with your usual worker, you can make a formal complaint.

### Types of Complaint

The types of complaint that Hull City Council will look into include:

- ◆ An unwelcome or disputed decision
- ◆ Concern about the quality or appropriateness of a service
- ◆ Delivery or non-delivery of services
- ◆ Quantity, frequency, change or cost of a service
- ◆ Attitude or behaviour of staff
- ◆ Assessment, care management and reviews

There may be other things that you can complain about. You should contact the Complaints Team to discuss your concerns.

The Local Authority can decide not to progress a complaint if it feels it may prejudice any Court Proceedings, Disciplinary Proceedings, Criminal Proceedings or Tribunals.

### How to make a Complaint

You can make a complaint in person, over the telephone or in writing via email, letter or complaint form. A complaints booklet can be collected from Brunswick House or most Young People's offices or downloaded from the Hull City Council website.

**Telephone:** 01482 616143

**Email:** [socialservices.complaints@hullcc.gov.uk](mailto:socialservices.complaints@hullcc.gov.uk)

**Write:** The Children's Complaint Team, Brunswick House, Strand Close, Hull HU2 9DB

**Website:** [www.hull.gov.uk/help/childrens-and-families-feedback](http://www.hull.gov.uk/help/childrens-and-families-feedback)

## Three Stage Statutory Complaints Process

### Stage 1 - Local Resolution

Once your complaint has been received, Hull City Council will contact you and respond to your concerns within 10 working days. If they need further time, they will contact you to inform you. If your complaint is not resolved at Stage 1 they will arrange for you to meet with a senior manager. This is called Alternative Dispute Resolution. You will meet with the manager to help resolve your concerns.

### Stage 2 - Formal Investigation

If your complaint remains unresolved you can request a formal investigation. An investigating person and an independent person will be appointed who will meet with you to discuss your complaint. A written report detailing their findings, conclusions and any outcomes will be prepared. This investigation can take between 25 - 65 working days. The final report is sent to an Adjudicating Officer from the Local Authority. The Adjudicating Officer will meet with you to advise whether the Local Authority agree or not with the findings of the report and what actions will be taken.

### Stage 3 - Independent Review Panel

If you remain dissatisfied with the outcome of the investigation you can request an Independent Complaint Review Panel. A Review Panel must be held within 30 working days of you requesting one. It consists of 3 independent people who have no connection to the Local Authority. You have the right to attend the panel in person. The Review Panel does not reinvestigate the complaint, it will review the Stage 2 Formal Investigation.

The Local Authority will write to you within 15 working days with its response to the Review Panel's findings and recommendations.

If you remain unhappy after Stage 3 of the process you can contact the **Local Government Ombudsman**.

**Telephone:** 0300 0610614

**Email:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Write:** Local Government Ombudsman, Advice Centre, PO BOX 4771, Coventry CV4 0EH

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

## Adult Social Care

If you are unhappy with your experience of Adult Social Care in Hull it is important that you tell someone so that they have the opportunity to put it right. You should in the first instance, raise your concerns with the service provider. If you do not feel able to do this, or are not happy with their response to you, you can contact Hull City Council to raise a complaint.

### Types of Complaint

You can raise a complaint about any of the following services:

- ◆ Nursing or Residential Homes
- ◆ Day Care Provider
- ◆ Home Care Service

These services can be provided by the Local Authority, private companies or voluntary organisations.

You can make a complaint as long as you:

- ◆ Receive or have received services from the organisation concerned
- ◆ Are someone who is affected, or likely to be affected, by the action or decision of the organisation you want to complain about

You can complain on behalf of someone else if they have grounds to complain and they:

- ◆ Have died
- ◆ Can't make the complaint themselves because they do not have the capacity to do so
- ◆ Have given you permission to act of their behalf

## Adult Social Care

### How to make a Complaint

You can make a complaint over the telephone or in writing via letter or the Hull City Council website.

**Telephone:** 01482 300 300

**Write:** Contact Co-ordinator, Adult Social Care, Strategic Service Development Team, Warehouse 8, Guildhall Road, Hull HU1 1HJ

**Website:** [www.hull.gov.uk/support-adults/carers/adult-social-care-feedback-and-complaints](http://www.hull.gov.uk/support-adults/carers/adult-social-care-feedback-and-complaints)

### The Complaints Process

- ◆ Hull City Council will contact you within 3 working days of receiving your complaint. They aim to address your concerns during this initial contact whenever possible.
- ◆ If they are unable to resolve your concern they will then undertake an investigation into your complaint. They will inform you in writing of the outcome of the investigation within 20 working days of the initial contact.
- ◆ If you are unhappy with the outcome of the investigation, you have the right to appeal through the service areas appeal process.

If you remain unhappy after the appeal process you can contact the **Local Government Ombudsman**.



## Contact Details

### Local Government Ombudsman

**Telephone:** 0300 0610614

**Email:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Write:** Local Government Ombudsman, Advice Centre, PO BOX 4771, Coventry CV4 0EH

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

### Care Quality Commission (CQC)

If you have general concerns about the standard of care being provided you can also contact the CQC who are the independent regulator of Health and Social Care Services. The CQC do not investigate complaints.

**Telephone:** 0300 0616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Write:** CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

**Website:** [www.cqc.org.uk](http://www.cqc.org.uk)

### Safeguarding Adults

If you know someone who you think is being abused or neglected you should raise your concerns with the Safeguarding Hub.

**Telephone:** 01482 616092

01482 300304 - after 5.00pm or weekends

**Email:** [adultsafeguarding@hullcc.gcsx.gov.uk](mailto:adultsafeguarding@hullcc.gcsx.gov.uk)

**Write:** Brunswick House, Strand Close, Beverley Road, Hull HU2 9DB

**Website:** [www.safeguardingadultshull.com/reporting-abuse](http://www.safeguardingadultshull.com/reporting-abuse)

## Support with making a complaint

If you require further support with making a complaint you can access Citizens Advice Bureau's online help guides. This includes further complaint information and complaint letter templates for you to download.

[www.citizensadvice.org.uk/health/nhs-and-social-care-complaints/complaining-about-social-care-services/](http://www.citizensadvice.org.uk/health/nhs-and-social-care-complaints/complaining-about-social-care-services/)

### About Healthwatch Hull

Healthwatch Hull is the independent consumer champion created to gather and represent the views of the public to ensure that the voices of those who use health and social care services are listened to by those who plan and provide them.



Scan this QR code with a smartphone app to visit our website.

# healthwatch

Kingston upon Hull

## How to contact us



01482 595505



[enquiries@healthwatchkingstonuponhull.co.uk](mailto:enquiries@healthwatchkingstonuponhull.co.uk)



Healthwatch Hull  
The Strand  
75 Beverley Road  
Hull  
HU3 1XL



[www.healthwatchkingstonuponhull.co.uk](http://www.healthwatchkingstonuponhull.co.uk)



Healthwatch Hull



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