

customer**care**team



Blackpool Adult Social Care and Housing aim to provide a high quality service. To support us in delivering this aim, we would like you to tell us what you think about our services.

This leaflet is about the ways you can tell us what you think, how to compliment us or a member of staff on a service, or to complain if you are not satisfied in any way.



Comments

We are always interested in your comments and suggestions on how to improve services. If you want to make a comment, please fill in and post the insert.

The Customer Care Team will forward these to a manager, who will look at your comments and reply in writing.



Compliments

We are always happy to receive compliments. They show our staff that their hard work is appreciated, and allow us to learn from the things we have done well. To compliment a member of staff or a service that has been particularly helpful to you, please fill in and post the insert.

The Customer Care Team will record your views and pass on your thanks to the staff member or team you have complimented.



Complaints

»» Step 1

If you wish to make a complaint, you should raise your concern with the member of staff who has been in contact with you.

They, or their manager, may be able to sort out the problem immediately. If you have already spoken to the member of staff, and they were unable to help, please contact the Customer Care Team.

There may be some times when you do not feel comfortable raising your complaint with the person who has been in contact with you. If this is the case, please contact the Customer Care Team, who will manage your complaint.

There are several ways you can contact the Customer Care Team:

- »» fill in the insert provided with this leaflet
- »» write to The Customer Care Manager,
The Stadium, Seaside's Way, Blackpool FY1 6JY
- »» telephone (01253) 477477
- »» e-mail social.services@blackpool.gov.uk

If you need any help or support in making your complaint you can ask a member of staff, a relative, friend, or an advocate to help you. An advocate is someone who is independent from the Council and can help you have your views heard.

If you would like an advocate to help you, you can contact the Blackpool Advocacy Service on (01253) 405959, or at Myriad House, 6A Skyways, Amy Johnson Way, Blackpool FY4 2RP.

If you need an interpreter to support you in making your complaint we will provide one.

Once we receive your complaint, a Manager will respond to you within ten working days. If your complaint needs further investigation and we cannot reply to you in full within ten days, we will let you know.

Step 2

If after receiving the response to your complaint you are not satisfied then you should contact the Customer Care Manager. They will investigate your complaint in full.

An independent person (someone who does not work for Social Services) may also consider your complaint if it is about certain services provided for children and families.

Step 3

If you are still not satisfied with the reply you receive, you should contact the Customer Care Manager who will explain the available options to you. These will depend on the nature of your complaint and the service it covers and can include a review panel or approaching the Local Government Ombudsman.

The Customer Care Team will work with you to identify the best outcome for you.



Other useful information

Please note that not all letters received will come under these procedures. If we are unable to help you, we will tell you why.

We will record and investigate anonymous complaints, but would like you to give your name and address, so we can report back to you. Only the people directly involved in your complaint will receive a copy.

If you want a full copy of the complaints procedure or more information, contact the Customer Care Manager.

The complaints procedure does not override your right to contact your Local Councillor or Member of Parliament.

If you think you have been unfairly treated during the period of your complaint you can ask the Local Government Ombudsman to investigate. You can contact them at:

Beverley House, 17 Shipton Road, York YO30 5FZ
Telephone (01904) 380200

You can also contact the Commission for Social Care Inspection (CSCI), Unit 1, Tustin Court, Portway, Preston PR2 2YQ
Telephone (01772) 730100.



To ensure our services are accessible to all, documents prepared by Blackpool Council are available in large print, Braille, on audio-cassette or computer disk upon request.

**We can also provide help for British Sign Language users and provide information in other languages.
Please ask for details or telephone 477477.**

Communications Team, Adult Social Care and Housing.
Code CCT1 (March 2007).