

Do you have a Complaint or Compliment?

How to make a compliment or complaint about Adult Social Care in Halton.

Compliments & Complaints

We would like to hear from you if you think Adult Social care have done a good job or you think we could be providing a service differently. Please do get in touch with us!

What if I am not happy with something?

Tell us. Sometimes you may be unhappy about decisions made about your care or something that has happened or not happened. We can only put things right if you tell us about it.

Who can complain?

Anyone who:

- has asked for a service
- uses a service
- is acting as a representative for a service user.

How do I get in touch?

You can get in touch with:

- The people who provide you with the service
- Any of our Direct Link Offices (see addresses below)
- Any member of the Customer Care Team
- By letter, fax, text, telephone call or in person.
- You can also e-mail us at ssdcustomer@halton.gov.uk

Who can help me to complain?

We understand it can be hard to complain. You may be nervous or find it difficult to describe how you feel. Our Customer Care Team (Tel: 0151 511 6941) can help you. Alternatively, you can ask someone else to help you, such as a friend or relative, someone independent, such as the Citizens Advice Bureau or your local Councillor (see www.halton.gov.uk or contact any Halton Direct Link Office for details)

What happens next?

The Customer Care team will phone you to tell you that we have received your complaint. (Or write to you if we cannot get in touch by phone). We will listen to you and find out what you are unhappy about. We will ask you what you would like to happen as a result of making your complaint. We will tell you how your complaint will be dealt with, and agree a timescale for you to receive a response. Your complaint will then be investigated by a manager who will then reply to your complaint.

If you would like more information about how to make any comment, suggestion or complaint about Adult Social Care contact our Customer Services on **0151 511 6941** or e-mail ssdcustomer@halton.gov.uk.

Alternatively you can write to us at:

The Customer Care Team
Runcorn Town Hall
Halton Borough Council
Freeport WIP4
WidnesWA8 7BR

What do I do if I am still unhappy?

If you are not happy with a local authority's response you can ask the Local Government and Social Care Ombudsman to look at your complaint. You can contact them by:

- Logging a complaint using their online form at:
www.lgo.org.uk/making-a-complaint
- Calling the Local Government Advice Team on 0300 061 0614 (Monday-Friday 8.30am—5.00pm)
- Or Write to:

**The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH.**

For further information please telephone 0151 907 8306 or call in at any Direct Link

Halton Lea Direct Link

Rutland House
Halton Lea
Runcorn
WA7 2ES
(Next to the library)

Widnes Direct Link

7 Brook Street
Widnes
Cheshire WA8 6NB
(Near to Widnes Market)

If you need this leaflet in a different format such as large print audiotape, Braille or another language, please contact our Customer Services on 0151 511 6941

यदि आप की पहली भाषा अंग्रेजी नहीं है और आप हमारी सेवाओं के बारे में जानकारी किसी अन्य भाषा में चाहते हैं तो कृपया हमें 0151 907 8300 पर फोन करें या hdl@halton.gov.uk पर ई-मेल भेजें

Jeżeli angielski nie jest Twoim pierwszym językiem i potrzebujesz informacji o naszych usługach w innym języku, prosimy o zatelefonowanie do nas pod numer: 0151 907 8300 lub wysłanie maila do: hdl@halton.gov.uk

如果你的母语不是英语，而你希望得到有关我们服务的其它语言版本的信息，请致电0151 907 8300或者发送电邮至 hdl@halton.gov.uk 联系我们。

اگر آپ کی پہلی زبان انگریزی نہیں ہے اور آپ ہماری خدمات کے بارے میں معلومات کسی دوسری زبان میں چاہتے ہیں تو براہ کرم ہمیں 0151 907 8300 پر فون یا hdl@halton.gov.uk پر ای میل کریں

If your first language is not English and you would like information about our services in another language, please call us on 0151 907 8300 or email hdl@halton.gov.uk

Personal Details

Your Name	
Address:	
Telephone Number:	
When is a convenient time to call you?	
E-mail Address:	
<p>If you are complaining on behalf of someone else please ask them to sign below.</p> <p>I authorise (insert your name)..... to act as my representative.</p>	
Signature of Service User:	
Name & Address of Service User:	

I would like to make a complaint/compliment about Adult Social Care

What would you like to happen/the outcome to be?

“Halton Borough Council is the data controller for the personal information you provide. A full privacy notice for Adult Social Care can be viewed at <http://www.halton.gov.uk/privacynotices>”