

HOW TO MAKE A COMPLAINT

IF YOU ARE THINKING ABOUT MAKING A COMPLAINT, HERE ARE A FEW TIPS TO THINK ABOUT TO HELP GET YOU STARTED.

 0300 012 0231

 carerscount.org.uk

 info@carerscount.org.uk

USEFUL CONTACTS



Kirklees Send Information, advice and support.
kias.org.uk
0300 330 1504



NHS Complaints
touchstonesupport.org.uk
01924 460211



Kirklees Complaints
kirklees.gov.uk
01924 460211



Citizens Advice
citizensadvice.org.uk
0800 144 8848

SHOULD YOU MAKE A COMPLAINT?

There are a number of different routes you can take with your complaint. It doesn't have to be through an official complaints process. These can often be stressful and time-consuming. Sometimes a phone call, email or conversation may resolve your issue just as well and save unnecessary upset.

Sometimes, however, an official complaint is necessary and we are here to help you navigate this in the best way possible.

Are you worried about repercussions from making the complaint? Could it make your situation worse? If you are at all worried, Carers Count are here to support you and we are happy to talk through your concerns and help you find the best options available before you decide what to do.

Pick your battles.

You don't want to be known as the carer who complains about everything as it becomes white noise to professionals and may have less of an impact. Think carefully about what's important to you and stick to that issue. One complaint at a time.

HOW CAN CARERS COUNT HELP YOU?

If your complaint is around social care services, care agencies, social workers or Kirklees council and is regarding the support you are receiving as a carer or the support the person you are caring for is receiving, please contact Carers Count Advocacy service on 0300 012 0231 or info@carerscount.org.uk.



Carers Count

 0300 012 0231

 [carerscount.org.uk](https://www.carerscount.org.uk)

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WHO ELSE CAN HELP WITH YOUR COMPLAINT?

If your complaint is around schools, special educational needs in schools or any education process please contact:

Kirklees Information and Advice service – KIAS

<https://www.kias.org.uk/contact-us>

Tel 0300 330 1504

If you want to complain about a hospital or any NHS service please contact:

NHS complaints advocacy at Touchstone

www.touchstonesupport.org.uk

Tel: 01924 460211

To make a complaint in relation to any Kirklees Council services, please refer to:

Kirklees Council complaints

www.kirklees.gov.ukbeta/contact-the-council/complaints-procedure.aspx

Tel: 01924 460211

Unofficial complaint

For any complaint, the best place to start is by talking to the manager. This can be the social worker's team manager, the care home manager or the agency manager. You can do this unofficially over the phone, but it's advisable to put it in writing either by letter or email so you have a record of your complaint. Often a complaint can be dealt with at this level and there will be no need for any further action.

WHAT IF I'M NOT HAPPY WITH THE OUTCOME?

If you are not happy with the outcome you received you can take your complaint to an ombudsman. This is an independent and free service that can help you deal with unresolved complaints. They will only look at your complaint once it has been through the official complaint process. They will only look at the complaint that was put in at the time, go through all the information and may even speak with people involved. They will make an independent decision regarding the complaint.

Local Government & Social Care: www.lgo.org.uk

NHS: www.ombudsman.org.uk

Take a look at our hints and tips on how to write a complaint email or letter and find a copy of a sample letter on the next page...

HINTS AND TIPS ON WRITING YOUR COMPLAINT

- If you plan on making a formal complaint, think about doing a Subject Access Request first. This is a form which allows you access to any records they have on you. It will give you information about what they have been recording they are doing and can give you evidence for your complaint.
- Check if there is a time frame you need to complain in. Where possible, do it as soon as you can after the incident.
- Be clear and concise about what you are complaining about and what you want the outcome to be.
- Keep a time line about what happened.
- Keep it factual and to two pages if possible.
- Use full names of people involved and dates it happened.
- There are many draft complaints online you can access or take a look at our suggestion on the right.
- Try to keep emotion out of any complaint.
- Get someone not involved to check it before you send it.
- Always ask for an acknowledgment of receipt, confirmation of who will be investigating it, and a time scale of when you expect to hear back.

SAMPLE EMAIL/LETTER

(Complaints manager name)

(Address of where the complaint is being sent)

(Date of the letter)

Dear (Complaints Manager)

RE: Adult Social Care Complaint (if you are referring to someone you care for may be advisable to add their full name and DOB here)

I am writing to make a formal complaint about my experience of adult social care. My complaint is that (Provide a description of what you are not satisfied with and any relevant dates and names. Give examples of it happening with dates and names. Any evidence you may have)

This situation has caused me (describe the impact this issue has had on you, your family or others who have been affected by the problem)

The Points I would like addressed are (list the key things you want the complaint to look into and answer. Use bullet points and make sure they are clear and to the point)

As a result, I would like (describe what you think they should do to put things right. Examples include an apology/an explanation/change in policies/ training/ meeting with professional / relook at an assessment/ new worker?)

Please confirm you have received this complaint and who will be dealing with it.

I look forward to hearing your response within the appropriate timeframe.

Yours sincerely,
Signature & Name

IF YOU NEED ANY FURTHER ASSISTANCE IN REGARDS TO MAKING A COMPLAINT, PLEASE CALL CARERS COUNT ON 0300 012 0231 OR INFO@CARERSCOUNT.ORG.UK