

Adult Social Services

Something to say about our services?

We want to hear from you!

The following information will help you comment, make a complaint, compliment or suggestion about the Council's Adult Social Services.

Your feedback will help us to improve our services to you and for other people.

What is a complaint?

A complaint is when you tell us you are not happy about a service provided by us or on our behalf and it cannot be resolved on the same day.

You can ask for help to make a complaint on your behalf. You can also complain if you think we should have provided you with a service but did not do so.

How we will deal with your complaint

When we receive your complaint we will try and sort it out straight away. If we can't then we will:

- contact you to discuss how you wish your complaint to be dealt with
- find out what happened and what we should have done
- agree with you when you can expect a reply
- ask a manager to investigate and reply to your complaint
- write to you within three working days to let you know the name and phone number of the person who will reply to you
- put things right for you if we can
- learn from our mistakes to make the service better

What happens if you remain unhappy

If you feel that we have not managed to deal with your complaint in a satisfactory manner you can take your complaint to an organisation outside Islington Council called the **Local Government Ombudsman**

You can write to the Local Government Ombudsman at the address below:

Local Government Ombudsman,
PO Box 4771, Coventry CV4 0EH.

T Advice lines 0845 602 1983 or 024 7682 1960

E enquires@lgo.org.uk

W www.lgo.org.uk/complain.htm

What happens if the complaint is not for us?

If you have given us a complaint about another organisation such as the NHS, PCT or Foundation Trust we will offer to pass your complaint to them. In such situation we will

- ask your written permission to pass your information to the right organisation within 3 working days
- refer your feedback to the correct organisation.

You can provide your feedback or make a complaint by:

e-mail, fax, letter, telephone or by completing the on-line complaints form on our WEB site.

Our contact details are:

Customer Services Team
Adult Social Services,
4th floor, 338-346 Goswell Road,
London EC1V 7LQ

Tel: 020 7527 8046/8047, Fax: 020 7527 8362

e-mail: socialservices.complaints@islington.gov.uk

If you would like this document in large print or Braille, audiotape or in another language, please contact 020 7527 8047.