

Complaints about Adult Social Care Services (Statutory Procedure)

Sheffield City Council aims to deliver high quality services. We know though that sometimes things go wrong, and you may not always be satisfied with our services. We value your views on the way we deliver our services, and we are committed to using them to improve our services.

Complaints about Adult Social Care services come under a national legal framework called the 'The Authority Social Services and NHS Complaints (England) Regulations'. [The Local Authority Social Services and National Health Service Complaints \(England\) Regulations 2009 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

How can I make a complaint?

If you are unhappy with adult social care services, a good place to start is contacting the person or team involved. They can often put things right quickly. If you have already done this, or want to discuss your issue with someone else, you can contact us to make a complaint. You can make a complaint by:

- Completing an online form: <https://www.sheffield.gov.uk/content/sheffield/home/your-city-council/complaints.html>
- Writing to: Customer Services, Sheffield City Council, Howden House, Union Street, Sheffield, S1 2HH
- Telephoning Customer Services: 0114 27 34567

Try to make your complaint as soon as possible after the problem occurs. Try to make your complaint within a year. After a year it can be difficult to find out what went wrong.

What happens when I make a complaint?

When you make a complaint, your complaint will be assessed to decide how it will be handled.

We want to solve any complaints that you raise with us as quickly as possible. We will usually try to deal with your complaint through 'problem solving'. We will do this when your complaint can be resolved to your satisfaction within three working days. In this case, there is no need for further investigation. When dealing with your complaint through problem solving, we will contact you to discuss your complaint and what you would like to happen.

If it isn't possible to resolve your complaint through problem solving, your complaint will be reviewed by a manager in the Adult Social Care Service. They will either investigate your complaint or refer this to be investigated by someone independent of the service. The person investigating your complaint will:

- Send you an acknowledgement letter
- Contact you to discuss the details of your complaint and ask you what you would like the Council to do to put things right



- Agree with you a date when they will fully respond to you
- Keep you informed of the progress with your complaint and any delays that occur
- Ensure all aspects of your complaint are responded to

At the end of the investigation, they will write to you with their decision. In this letter they will tell you about any actions the Council will take.

The Adult Social Care complaints procedure is a one stage complaints process. However, if you are dissatisfied with the response you receive, we can offer a review of your complaint by a senior manager. In this case, a senior manager will review your complaint and the response. They will consider whether a correct decision was made. They will aim to respond to you within 28 days of you letting us know that you remain dissatisfied.

At this stage, if you remain dissatisfied, you can take your complaint to the Local Government & Social Care Ombudsman. The Ombudsman will not normally look into a complaint until the Council has had an opportunity to deal with it. However, you can contact the Ombudsman's Advice Team at any time by:

- Telephoning: 0300 061 0614
- Visiting their website: <http://www.lgo.org.uk>

I need help with making my complaint

If you need any assistance in making your complaint, please contact us. We can look at what assistance or advice we can provide.

When you make a complaint, you will be treated fairly. You will not be discriminated against either in the investigation of your complaint, or in any service you receive or request.

Consent

If someone else makes a complaint on your behalf, we need **explicit consent** from you before we can deal with this. This is the case even if the person making the complaint is a relative. We require this due to Data Protection regulations. If you do not give your consent, we will not be able to look into the complaint.

Complaints involving other organisations

When we receive a complaint from you that is about another organisation, such as the NHS or care provider, we will contact you and ask if we can pass the complaint on. We need to pass this on so that they can look into and respond to it.

When a complaint is about the Council and another organisation, we will work with the other organisation to investigate this. This will mean that you receive a single joint response. We will let you know which organisation is leading the response to your complaint.