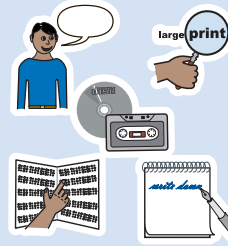


Leeds City Council
Adult Social Care
PO Box 848
Leeds
LS1 9PQ



If you do NOT speak English please telephone **0113 222 4405** and name your language.

We can make this information available in Braille, large print, audio or other languages on request. We can also provide interpreters or signing. Please contact us to find out more.

Czech

Jestliže nemluvíte anglicky a potřebujete, aby vám někdo pomohl vysvětlit tento dokument, prosím zavolejte na níže uvedené číslo a uveďte svůj jazyk. Potom vás požádáme, abyste nepokládal(-a) telefon a mezitím zkontaktujeme tlumočníka.

Polish

Jeżeli nie mówią Państwo po angielsku i potrzebują pomocy w zrozumieniu tego dokumentu, prosimy zadzwonić pod poniższy numer telefonu. Po podaniu nazwy swojego ojczystego języka prosimy poczekać – w tym czasie będziemy kontaktować się z tłumaczem.

Urdu

اگر آپ انگریزی نہیں بولتے ہیں، اور اس دستاویز کو سمجھنے کیلئے آپ کو ہماری ضرورت ہے تو براہ مہربانی نیچے دیئے گئے نمبر پر مکی فون کریں اور اپنی زبان کا نام بتائیں۔ اس کے بعد ہم آپ سے انتظار کرنے کا کہہ کر آپ کیسے کسی ترجمان سے رابطہ کریں گے۔

Arabic

إن كنت لا تتحدث باللغة الإنجليزية وتحتاج مساعدة لفهم هذا المستند، الرجاء الاتصال بملوك على الرقم أدناه، وانكر اسم لفتك. حينئذ سوف نطلب منك أن تنتظر على الخط حتى نتصل بمنزج.

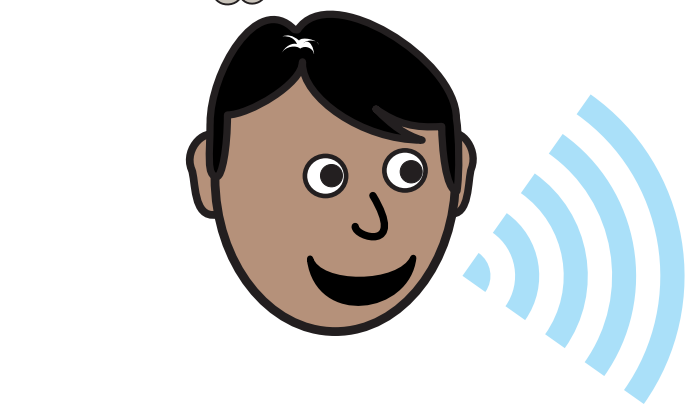
Farsi

اگر شما به زبان انگلیسی صحبت نمی کنید و برای فهمیدن این مستند نیاز به کمک دارید، لطفاً به شماره زیر تلفن کرده و نام زبان خود را ذکر نمایید. ما سپس از شما خواهیم خواست که تلفن را نگهدارید تا ما مترجم مناسب بفرستیم.

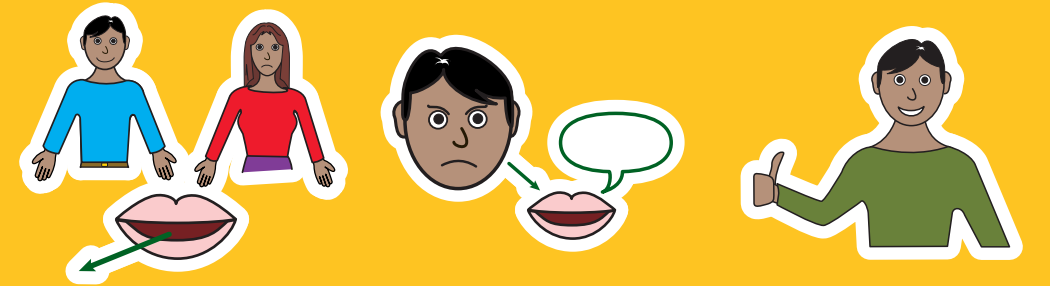
Thanks to  for the use of their image bank © LYPFT
www.easyontheeye.nhs.uk



**Tell us what
you think**

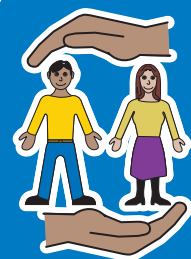


and make your experience count –
it's your health and well-being



How you can: comment, compliment or complain

about your local health and social care services in Leeds



We want to give the best possible health and well-being services to our community.

Your comments, concerns, compliments and complaints are important to us. Telling us what you think helps us to make our services better.



Compliments

- If you think we are doing something well then let us know.
- We record everything you tell us to help make services better.

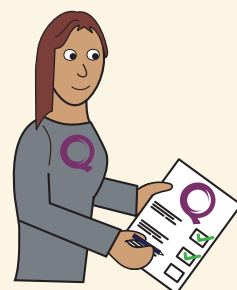
There are a number of ways you “can tell us how it is”:

Fill in the form on the back of this leaflet.

Phone us on **0113 222 4405**

Email us at **complaints.socs@leeds.gov.uk**.

If you use textphone contact us on **0113 222 4410**



- You may also get in touch with the Care Quality Commission.
- The **Care Quality Commission** inspects and reports on Health and Social Care Services.
- You can contact them at:

Care Quality Commission

Yorkshire and Humberside, Citygate, Gallowgate
Newcastle Upon Tyne, NE1 4PA

Helpline: **03000 616 161** Website: **www.cqc.org.uk**
Email: **enquiries@cqc.org.uk**

We try give a very good service but we can get things wrong. The rest of this leaflet will tell you how to make a complaint and what you can expect us to do about it.



Tell us what you think



I would like to make a (please tick):

☐ Complaint ☐ Compliment ☐ Comment ☐ Concern

Name of service / location



Name

Telephone number

Address



If you are complaining for someone else, please fill in details below. If they can, please ask them to sign to say they know about and agree with the complaint.



Name

Telephone number

Address

I agree to making this complaint on my behalf

Signed

My / their complaint / compliment / comment / concern is:

Please continue on an additional sheet if necessary

The outcome I would like to see is:

If you are complaining for someone else, please fill in details below. If they can, please ask them to sign to say they know about and agree with the complaint.

What is your ethnic group?

White: ☐ English ☐ Scottish ☐ Welsh ☐ Irish

Other white background (please specify)

Mixed / multiple ethnic groups: ☐ White and Black Caribbean

☐ White and Black African ☐ White and Asian

Other mixed background (please specify)

Asian / Asian British: ☐ Indian ☐ Pakistani ☐ Bangladeshi ☐ Chinese

Other Asian background (please specify)

Black / Black British: ☐ Caribbean ☐ African

Other black background (please specify)

Other ethnic groups: ☐ Arab ☐ Gypsy / Traveller

Any other ethnic group (please specify)

Gender

☐ Male ☐ Female

Disability

 Do you consider yourself to be disabled?

☐ Yes ☐ No ☐ Prefer not to say

Religion

 (Please indicate what best describes your religion or belief)

☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh
☐ None ☐ Prefer not to say

Other (please specify)

Sexual orientation

 (Please indicate what best describes your sexual orientation)

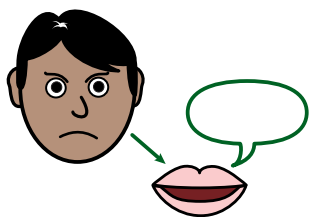
☐ Heterosexual / straight ☐ Lesbian / gay woman ☐ Gay man
☐ Bisexual ☐ Prefer not to say

Tear along perforation

Fold here

Moisten here

What is a complaint?



A complaint is when you tell us that you are not happy with our service.

What can I complain about?

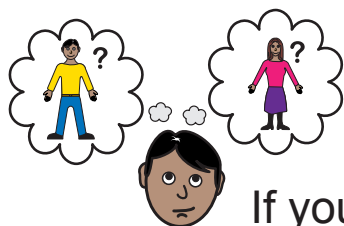
You can complain about:



- the service provided
- not getting a service
- how the staff treat you
- a decision that was made about you

There may be other things that you can complain about. If you're not sure, please talk to staff about this.

Who can complain?



Anyone involved with our NHS and social care services can make a complaint.

If you would like someone to complain for you we will need your consent so we can share information with them.

When making a complaint, tell us:

- your full name and address and how we can get in touch with you
- what went wrong and who was involved

How to complain

You can complain by:



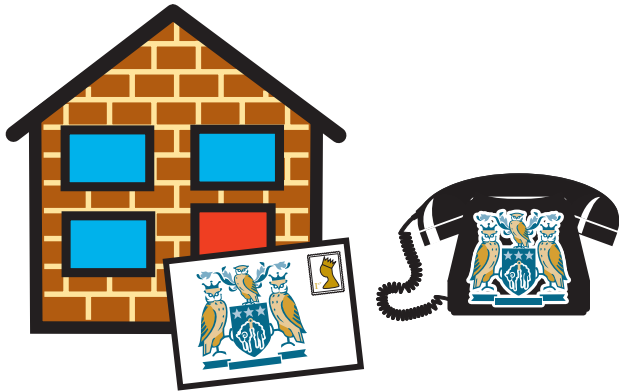
- talking to any employee of health and social care services
- writing to the complaints manager or customer relations team by letter or using the reply form at the back of this leaflet
- telephone
- email
- filling in an online form:

www.leeds.gov.uk/residents/pages/complaints.aspx



How to get in touch

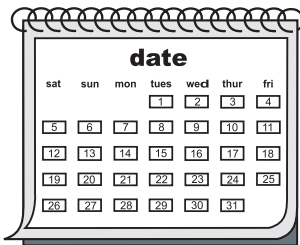
Adult Social Care



Leeds City Council
Adult Social Care
PO Box 848
Leeds
LS1 9PQ

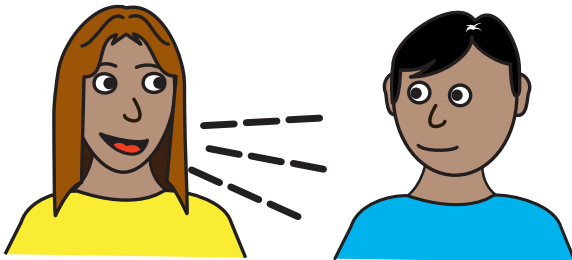
Tel: **0113 222 4405**. If you are a textphone user you can contact us on **0113 222 4410** Email: **complaints.socs@leeds.gov.uk**

How long do I have to make a complaint?

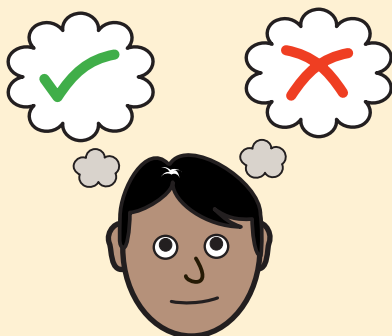


Normally, you must make your complaint within twelve months of:

- the incident you want to complain about; or
- finding out that you have a reason to complain.



It is easier for us to sort out your complaint if you tell us straight away at the place it happened. Please talk to a member of staff at the service you are unhappy with as soon as possible.



Sometimes we may be able to accept a complaint that is older than 12 months ago. If you feel that your complaint is like this, please tell us why.

What happens when I have complained?



We will be in touch in the next 3 working days and tell you who is dealing with your complaint.

- we will talk your complaint with you to understand why you are not happy
- what you want to happen about it
- we will agree with you how long it will take us to deal with your complaint

Our complaints procedure has two stages:

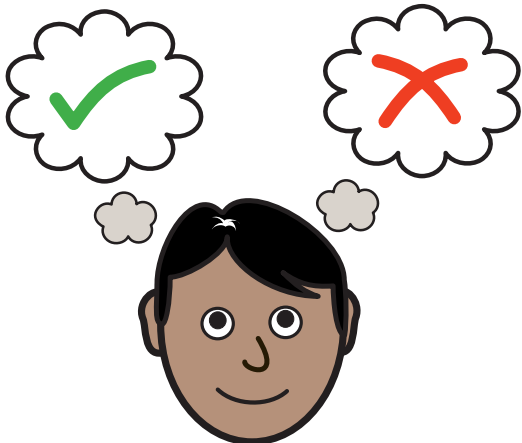
Stage one



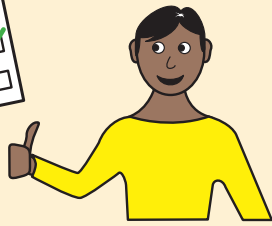
- we try to deal with complaints quickly and close to where they happened.
- stage one complaints are usually looked by the services involved.
- first we will be to talk to you about why you are not happy.
- we will find out what you would like to see happen about your complaint.

If we cannot sort out your complaint at this stage, we will tell you why and what you can do next.

Stage two



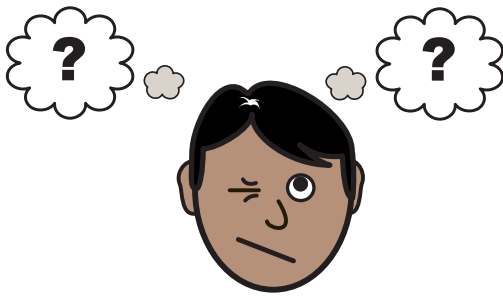
- if more than one provider is involved, we will need your consent to share the details of your complaint.
- to make the process easier for you we will appoint one of the providers to be your point of contact.
- the final response will be co-ordinated and provided by that provider.



Stage two

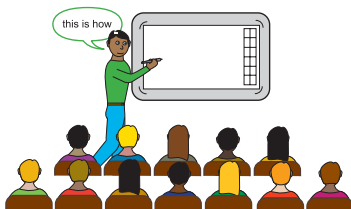
- is for complaints that have not been sorted out at stage one.
- sometimes this is because we need to spend more time finding out what has happened.
- if more than one team or provider has been involved we may need to get you to agree to let us talk to the other people who have been involved.
- one of the providers will be chosen to keep in touch with you and let you know what is happening.
- we will also agree with you how long it will take.

What if I'm still not happy



- if you are not happy with how we deal with your complaint you can still ask the local government ombudsman to look at it.
- the ombudsman can check if your complaint has been dealt with fairly.
- it is a free service.

They can look at complaints about most council services like;

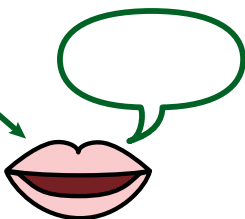
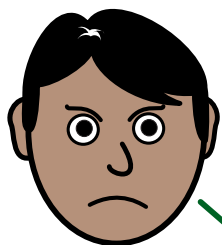


- housing
- planning
- education
- social care and health
- housing benefit
- council tax
- transport and highways
- environmental health
- neighbour nuisance and anti-social behaviour



We will look at complaints about things that have gone wrong in the way a service has been given or the way a decision has been made.

For example, you may want to complain about:



- the council making a mistake or not following its own rules
- poor service or no service
- being kept waiting
- bad advice.



- if we find that the council has done something wrong we will try to get it to make it right.
- what we ask the council to do will depend on the complaint.
- how you have been affected by it.

The Ombudsman cannot look at:



- a complaint that has not completed our complaints procedure. We must have finished dealing with it.
- something that happened more than a year ago, or that you found out about more than a year ago.
- a complaint that has been or is being looked at in court.



For social care complaints, you may contact:

The Local Government Ombudsman

Phone: **0300 061 0614**

Text 'call back' to: **0762 480 3014**

Email: **advice@lgo.org.uk**

Website: **www.lgo.org.uk**

Independent Care Providers

When you get a health and social care service from a voluntary or independent care provider, you should contact them first as they will have their own way of dealing with complaints.



If you are not happy about how they deal with it and your care has been arranged and paid for by health and adult social care services, we will look into your complaint further.

If the complaint is serious we might want to help make sure your complaint is dealt with well.

Mental Capacity



Mental capacity means being able to make your own decisions.

The Mental Capacity Act aims to make sure that people are given help and support to enable them to make their own decisions or be as involved as they can.



This protects people in registered care homes and hospitals who are not able to make decisions about their care.

There are organisations that can help support people if they are not able to make their own decisions.

If you have a complaint about how any of this has worked, contact the complaints manager using this form.

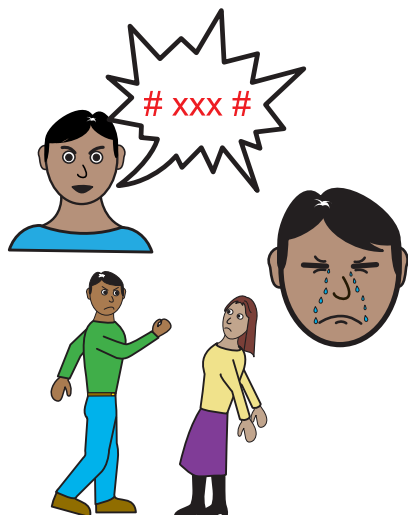
For more information visit: www.publicguardian.gov.uk



Protecting vulnerable adults – what is abuse?

Abuse is when someone does things to you that may hurt, upset you or make you feel frightened.

Abuse can happen anywhere:



- in a person's own home
- in a residential or nursing home
- in supported living
- in a hospital or at the doctors
- in a day centre, school or college
- at work or out and about

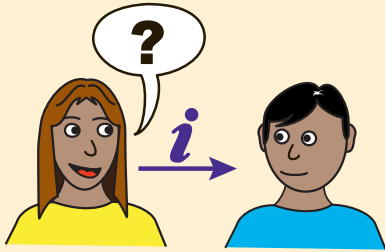


If you feel that someone is being abusive and you would like to make a report then you need to make what is called a Safeguarding Referral.

You need to call **0113 222 4401** (24 hours).

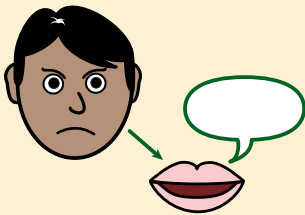


Interprating and Translation Team
322 Harehills Lane
Leeds
LS9 7BG
Tel: **0113 336 7800**
Fax: **0113 240 3215**
9-5pm

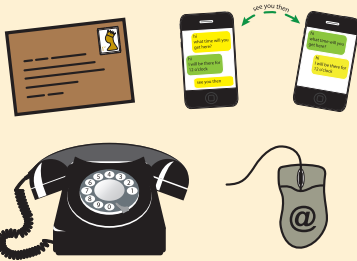


Further information, advice and support

If you would like any support or advice about making a complaint **Advonet** may be able to help you or they can put you in touch with other local and national agencies that may be able to help.



If your complaint is about Health issues **Leeds Independent NHS Complaints Advocacy (LIHCA)** can help you.



Tel: **0113 244 0606**
(open **Monday to Friday 9am-5pm**)

Email: **office@advonet.org.uk**

For Health issues

Email: **lihca@advonet.org.uk**

Other organisations who may be able to offer advice and support



Healthwatch Leeds

Tel: **0113 898 0035**
email: **info@healthwatchleeds.co.uk**



Carers Leeds

Tel: **0113 246 8338**
Email: **info@carersleeds.org.uk**

