



Making a Compliment, Suggestion or Complaint

Information on how to make a Compliment,
Suggestion or Complaint about Greenwich
Adults & Older People's Services

Adults & Older
People's Services

Making a compliment, suggestion or complaint

Greenwich Adults & Older People's Services aim to provide the highest standards of service.

Sometimes we don't get things right and you may want to complain. If you want to send us a compliment, suggestion or complaint you can use the form at the back of this booklet or use our contact details on this page. We welcome your compliments and suggestions.

We may request equalities monitoring information from you in order to ensure our services are being delivered fairly to all the communities we serve.

What can I do if I have a problem?

If you have a problem or complaint about the service you are receiving try talking to the 'case worker' dealing with your case. They may be able to help you sort your problem out informally and resolve the matter for you.

If this does not help you can ask to talk to their team manager. You can discuss the problem you have and they may be able to help you resolve it.

If you do not want to talk to the 'case worker' or their team manager but want to let us know something or need some help you can contact our Initial Contact Officers tel: 020 8854 8888 or email opscontactofficers@greenwich.gov.uk .

If you wish to make a formal complaint:

Customer Care & Complaints Officer
Greenwich Council
Adults & Older People's Services
The Woolwich Centre
Freepost RRLH-YHRY-XBZL
35 Wellington Street
Woolwich, SE18 6HQ.
Tel: 020 8921 2385
Email: adults-complaints@greenwich.gov.uk
www.greenwich.gov.uk

How will my complaint be dealt with?

When we deal with your complaint we can:

- Offer you help to understand the complaint procedure and if you need it advise you of other sources of help
- Acknowledge your complaint in 3 working days
- Ask how you want us to contact you e.g. by letter, telephone or email
- Investigate the complaint and let you know the outcome of the investigation
- Aim to respond to your complaint within 10 working days. Complex complaints may take longer to investigate. If this is the case we will contact you to discuss this and agree a revised time scale
- If a complaint concerns one of our partner agencies and it is appropriate, we will ask for your consent to forward it onto them. We will investigate the complaint jointly with a partner agency if appropriate
- Ensure that any action necessary following the outcome of the complaint is taken

There are some things that are not covered by our complaint's procedure.

They are:

- Complaints that have already been investigated
- Things that have happened over a year ago – unless you did not know about them
- Complaints about Council employment, pensions or requests under the Freedom of Information Act

You can withdraw your complaint at any time, but the Council may still want to investigate the concerns you have raised and do its own enquiry.

Is there anything else I need to know?

If you need help, you can ask for support from a friend, someone you trust, an advocate, an interpreter or an enabler, they can help you at meetings or speak on your behalf if you want them to.

If you are not satisfied with our initial response to your complaint you may want to discuss the matter further with the Customer Care and Complaints Officer.

- You will need to write to us within 28 days from the date of our letter
- If you remain dissatisfied with the response we have given you. You should contact the Local Government Ombudsman concerning your complaint

Local Government Ombudsman

P.O. Box 4771

Coventry

CV4 0EH

Text: 'call back' on 0762 480 4299

Email: advice@lgo.org.uk

Fax: 024 7682 0001

Telephone Advice Team: 0300 061 0614 or 0845 602 1983

www.lgo.org.uk

- You can also contact your local councillor or your Member of Parliament

What can I expect?

Whenever you have contact with the Adults & Older People's Services you will be treated with courtesy, honesty, respect and dignity.

We will work with you and try to involve you in decisions where appropriate.

We will treat everyone equally, fairly and with dignity and respect regardless of race, religion, sexuality, disability, age or gender.

How can you help us?

We always welcome and value your opinions, if you have any suggestions about how we can improve our services please write and tell us.

- If you have a compliment about our services please write and tell us
- If you think that the service has failed you, you can talk to a member of staff or write, telephone, email.

There is a section at the back of this leaflet where you can make a compliment, suggestion or complaint. You can hand it in at any Council office or you can send it to:

Customer Care & Complaints Officer
Greenwich Council
Adults & Older People's Services
The Woolwich Centre
Freepost RRLH-YHRY-XBZL
35 Wellington Street
Woolwich, SE18 6HQ.

Tel: 020 8921 2385

Email: adults-complaints@greenwich.gov.uk

www.greenwich.gov.uk

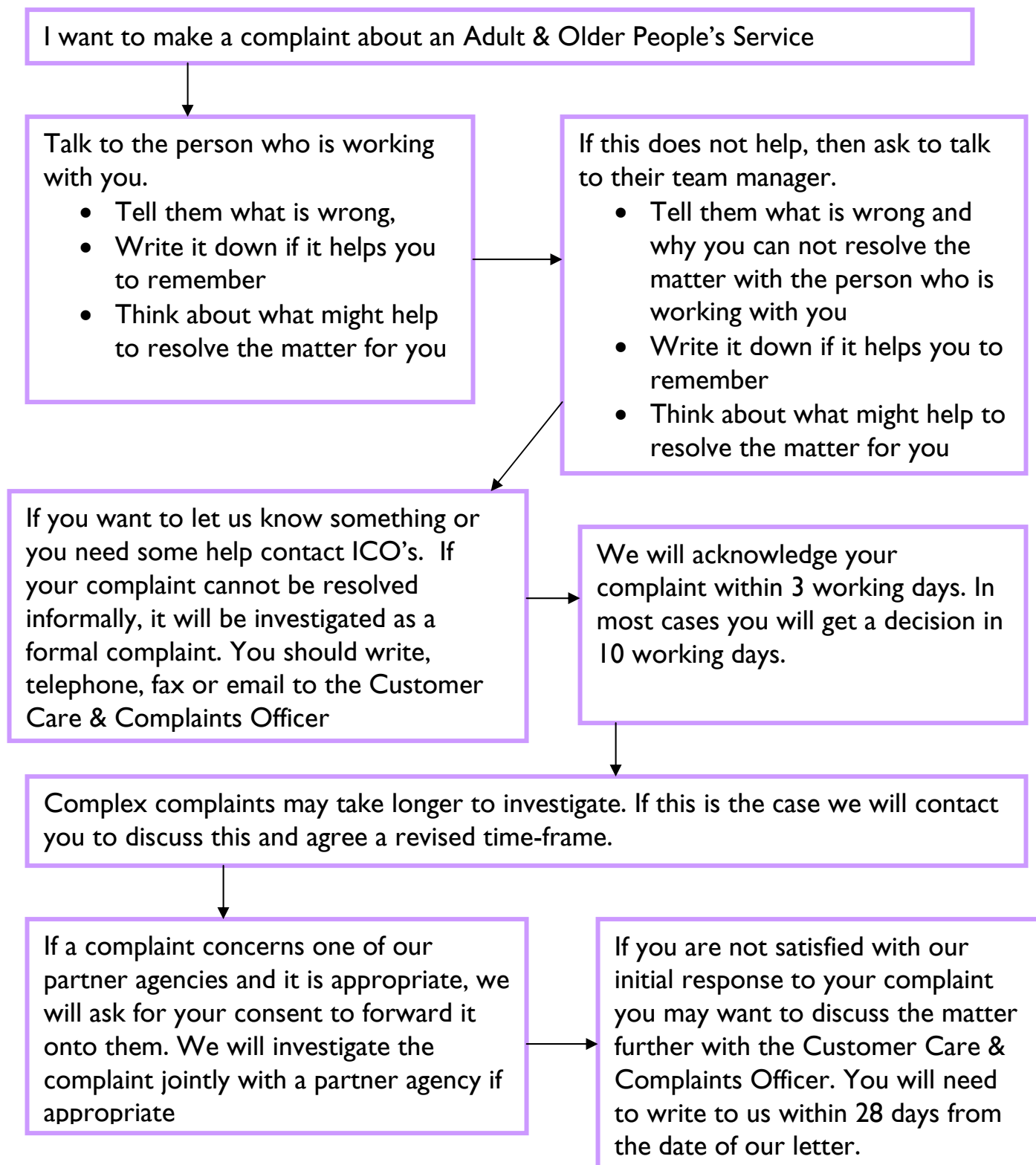
Useful Contacts

<p>Age UK Bromley & Greenwich Tel: 0845 270 7507 www.ageuk.org.uk/bromleyandgreenwich/</p>	<p>Greenwich Mencap Tel: 020 8305 2245</p>
<p>Greenwich Mind Tel: 020 8853 2395 www.greenwichmind.co.uk</p>	<p>Greenwich Association of Disabled People (GAD) Tel: 020 8305 2221 www.gad.org.uk</p>
<p>Local Government Ombudsman P.O. Box 4771 Coventry CV4 0EH Text: 'call back' on 0762 480 4299 Email: advice@lgo.org.uk Fax: 024 7682 0001 Telephone Advice Team: 0300 061 0614 or 0845 602 1983 www.lgo.org.uk</p>	<p>Family Rights Group Tel: 0800 731 1696 (Advice Line) Hours: Mon - Fri 10am – 3.30pm www.frg.org.uk Email: advice@frg.org.uk</p>
<p>Metro Harbour Health Consortium Tel: 020 8305 5000 www.metrocentreonline.org</p>	<p>Advocacy for Older People in Greenwich Tel: 020 8269 0298</p>
<p>Choice & Control Consortium Tel: 020 8301 8680</p>	<p>Greenwich Carers Centre Tel: 020 8301 8677 http://www.thestables7.com</p>

Useful Contacts

<p>Adults & Older People's Services Tel: 020 8921 2304 www.greenwich.gov.uk</p>	<p>Crossroads Greenwich & Lewisham Tel: 020 8690 8554</p>
<p>Safeguarding Adults Co-ordinator Tel: 020 8921 2304/ 020 8854 8888 www.greenwich.gov.uk</p>	<p>Community Learning Disability Team (CLDT) Tel: 020 8921 4860 www.greenwich.gov.uk</p>
<p>Soldier, Sailors, Airmen & Families Association (SSAFA) Greenwich Branch Tel: 020 8781 4390 www.ssafa.org.uk</p>	<p>Customer Care & Complaints Officer Adults & Older People's Services 3rd Floor, The Woolwich Centre, SE18 6HQ Tel: 020 8921 2385 www.greenwich.gov.uk</p>
<p>First Step Trust Tel: 020 8855 7386</p>	<p>Advocacy in Greenwich Tel: 020 8293 3720</p>
<p>Greenwich Volcare Tel: 020 8302 8011</p>	<p>Royal London Society for the Blind Tel: 020 7808 6183</p>
<p>Work Train Greenwich Tel: 020 7485 8177</p>	<p>Supported Volunteering Project Tel: 020 8305 2221</p>

Flowchart: What happens when you make a complaint



Making a compliment, suggestion or complaint about Adults & Older People's Services

You can use this page to make your compliment, suggestion or complaint about Adults & Older People's Services.

Mr/Mrs/Miss/Ms	
Address	
Tel: Home	
Tel: Mobile	

Please give us the full details of your compliment, suggestion or complaint below.

Please send this form to: Customer Care & Complaints Officer, 3rd Floor, The Woolwich Centre, Freepost RRLH-YHRY-XBZL, 35 Wellington Street, Woolwich SE18 6DN

Equality Monitoring

To help improve our service delivery and to ensure that services are being delivered fairly to all the communities we serve; we would be grateful if you would complete the information below.

White/British		White/Irish	
White/Irish		White/Other	
Mixed/White & Black/ Caribbean		Mixed/White & Black/ African	
Mixed/White & Asian		Mixed/Other Mixed	
Asian/Asian British/Indian		Asian/Asian British/Pakistani	
Asian/Asian British/Other Asian		Black or Black British/ Caribbean	
Black or Black British/ African		Black or Black British/ Other Black	
Chinese		Chinese/Other	
Other Ethnic Group Please tell us here:			

Religion or Faith

Buddhist		Jewish	
Christian		Sikh	
Hindu		Other	
Muslim		No religion	
I prefer not to say			

Sexual Orientation

Heterosexual		Lesbian	
Gay Man		Bisexual	
I prefer not to say			

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If you need this leaflet in another language or format please contact:
The Customer Care and Complaints Officer Tel: 020 8921 2385