



## **How to complain about adult social care and support**

This is an EasyRead leaflet telling you what to do if you or someone else speaking up for you, wants to complain about a care service.

This can be the care you get at home or in a care home. It does not matter who pays for it.



**Easyread version**

## Who we are

We are called the Local Government and Social Care Ombudsman.



An ombudsman is someone who looks into complaints for people.



## About us

We are the people to talk to if you have a complaint about a council or other organisation that provides care for adults.



If you are not sure if we can help, please call us and ask.



We decide things fairly and do not take sides.



We do not charge money to look at your complaint.

## Who can complain to us?



- the person getting the service



- someone else speaking up for the person getting the service



- anyone else who is affected by what has been done.

## Who can complain to us?



We can look at complaints about care that has been arranged by you or by someone else for you.



The care can be:

- in your home



- supported living



- in a care home



- in a nursing home.



## What we look at

We can look at complaints about things like:

- care that is not good enough



- costs and charges



- your complaint not being looked at properly



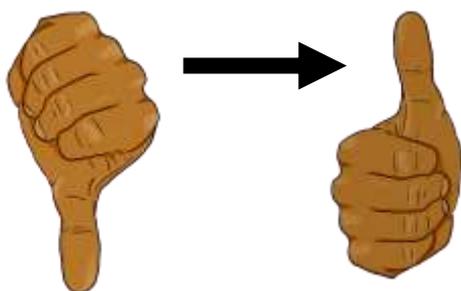
- having to wait a long time for care



- decisions made about what you need



- not being kept safe.



If we decide the council or care provider has done something wrong, we will try to get them to put it right.



## What we cannot do

We are the only people who can decide if we look at your complaint or not.



We might not look at your complaint if:

- we do not think it is serious enough
- we do not think we will find anything wrong
- it is about something that is not in our power to look at.



If we cannot help we will tell you about other people who might be able to help.



Our job is looking at complaints people have. We do not do checks like the Care Quality Commission (CQC) who check to see if a service meets the government's rules about how good it should be.

Local Government &  
Social Care  
**OMBUDSMAN**



We do tell CQC about some of our complaints.

## Making a complaint



You need to complain to the people giving you a service first. They have to look at your complaint before we will.

<b>12 weeks</b>						
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
	28	29	30	31		



If you are not happy with the council or care provider's answer or if they do not give you an answer in 12 weeks, you can complain to us.

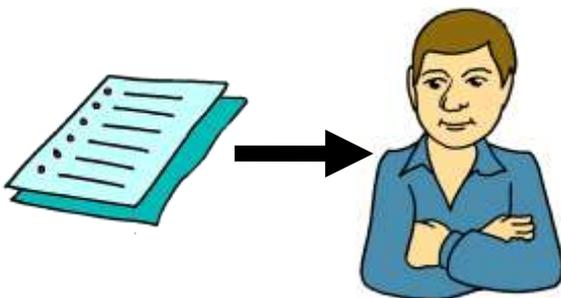


If you leave your complaint for over a year we might not be able to help.

## How we will look at your complaint



We will look at what you tell us and how it affected you.



We will show you the information we use to make our decision.



There is another Ombudsman which looks at complaints about organisations that provide health care.



This is called the Parliamentary and Health Service Ombudsman.



We have a team of people from the Local Government and Social Care Ombudsman and the Parliamentary and Health Service Ombudsman who work together.



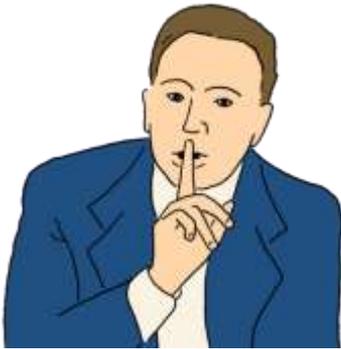
This team can look at organisations which provide health care and organisations which provide care services for adults. This includes councils.



We will tell you if we think this team needs to look at your complaint.



We will ask you if it is okay to let people who work for the Parliamentary and Health Service Ombudsman see your information.



Our work is private so we will not tell anyone you have made a complaint.



If we give you information when we are looking at your complaint you must not give it to people who work for the media.



## **What will happen on my complaint?**

We will make a decision on your complaint.



We might agree with you that the council or care provider has done something wrong.



We might say how the council or care provider should put things right.



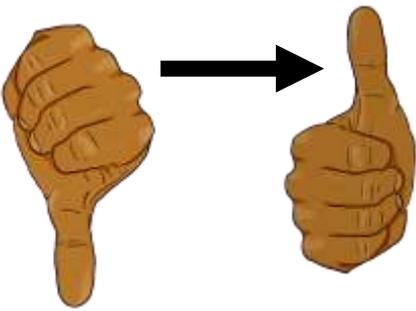
We might not ask the council or care provider to do anything if they have already put things right.



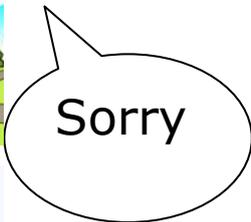
We might not ask the council or care provider to do anything if what went wrong did not affect you a lot.



We might not agree with you. We might decide that the council or care provider has not done anything wrong.



If we think the council or care provider has done something wrong we might ask them to:



- say sorry to you



- give you the service they should have done before



- look at the decision they did not make properly



- make their rules better so this mistake does not happen to other people



- pay you some money.

## Putting decisions on our website



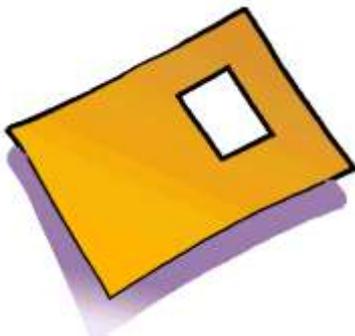
We put our decisions on our website.



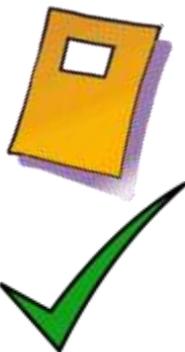
We will not use your real name or the real name of anyone else involved in your complaint.



We will not put information on our website if we think people might know who you are.



We might write a report about your complaint.



We will write a report if we think other councils or care providers could learn from the mistakes that were made.



This is so mistakes do not happen to other people.

## How to complain



It is best you call us on the phone and tell us about your complaint.



We can take down the details over the phone so you do not have to write it down.



Call:  
0300 061 0614



Mobile:  
Text 'call back' to 0762 481 1595



Internet:  
[www.lgo.org.uk](http://www.lgo.org.uk)

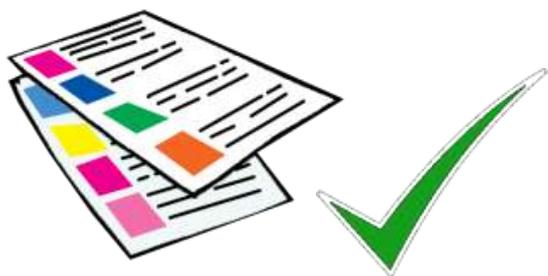


## What you need

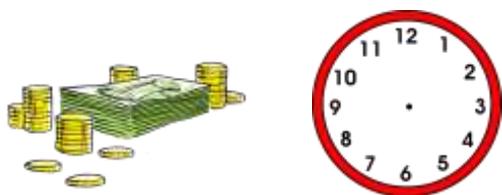
We want everyone to be able to use our service.



Tell us if you want us to communicate with you in a different way.



We will do our best to communicate with you in the way that you have asked.



What we can do depends on the time and money we have.



### Care Quality Commission (CQC)

For more information about CQC go to their website:



Call: 03000 616161



Or see their website:

[www.cqc.org.uk](http://www.cqc.org.uk)



For complaints about health care,  
contact the Parliamentary and  
Health Service Ombudsman



Call: 0345 015 4033

Or see their website:

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

We call this leaflet 'How to complain about adult social care and support'.

We last changed this leaflet in March 2017.

We have another leaflet called 'How to complain about a council'.

Please ask us to send you a copy in Easyread.