

**Business Reply  
Licence Number  
RLZX-XBUX-UUYS**

**The Complaints Manager  
City of London  
Department of Community and Children's Services  
North Wing, Guildhall  
PO BOX 270  
London EC2P 2EJ**



## Contacts

If you are concerned about the independence and impartiality of the handling of your complaint, or want further information about the complaints process, or to make a complaint directly; you can contact the Commissioning & Complaints Manager at:

Department of Community & Children's Services  
City of London  
PO Box 270  
Guildhall, London  
EC2P 2EJ

E-mail: [AScomplaints@cityoflondon.gov.uk](mailto:AScomplaints@cityoflondon.gov.uk)

Telephone: 020 7332 3689

Fax: 020 7332 1621

Or you can also complete an on-line web form at:  
[www.cityoflondon.gov.uk/Corporation](http://www.cityoflondon.gov.uk/Corporation)

If at anytime you are unhappy with the way the City of London has handled your complaint you can refer the matter to the Local Government Ombudsman.

Please contact them on:

LGO Advice Team - 0300 061 0614

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

## Did you know?

You can get this leaflet in other languages and in larger print or audio tape. We can also arrange for an interpreter to explain this leaflet or any other Department of Community & Children's Services publication.

Complaints, Comments & Suggestions  
**Adults Social Care**

Listening

Responding

Improving



## Listening

If you want to make a complaint about Adult Social Care you can do so either by:

- raising it in person
- telephone
- letter
- e-mail
- web form
- raising it with the help of a friend, neighbour or advocate
- using the pre-paid reply slip with this leaflet

A complaint can be made to:

- the member of staff who is providing the service
- the service manager
- a senior manager
- the contact centre on 020 7606 3030
- directly to the Complaints Manager - see over for contact details
- another organisation, who we have commissioned to provide your service or who you wish to act on your behalf.

## Advocacy

We can provide an independent advocate to help you with your complaint if you need someone to support you.

If you are thinking of making a complaint you can contact the Patient Advice and Liaison Service (PALS) and they will provide you with an advocate to help you consider your problems and prepare your complaint.

City and Hackney PALS

Telephone: 0800 923 0107 (freephone and 24hr voicemail)

Email: [pals@chpct.nhs.uk](mailto:pals@chpct.nhs.uk)

## Responding

When you make a complaint, we will:

- try to resolve it immediately, if we can't we will,
- acknowledge it in writing in 3 working days, and
- put a plan in place with you to try to resolve the complaint. If the complaint also involves the NHS we will agree with you who should lead on the complaint and keep you informed.
- agree with you how long this should take. The plan could include mediation, to help resolve any disagreements.
- work to the plan and keep you informed of our progress,
- if we need more time or to change the plan we will agree this with you in advance.

## Improving

When we have finished investigating your complaint:

- We will provide you with a clear report detailing what we did and what we found and what we are going to do about it, and
- tell you if we have improved any of our procedures and services as a result.

If you are unhappy with the findings of the investigation or the way your complaint has been handled you can then refer the complaint to the Local Government Ombudsman for further investigation.

# Complaints, comments and suggestions form

My name is:

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My address is:

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My phone number is:

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My email address is:

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I would like to make a:

complaint

comment

suggestion

about the following:

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