

Making a complaint about Adult Social Care

Listening • Responding • Improving

We want to provide good-quality adult social care services. If something has gone wrong, please tell us. We will listen to your concerns, look into them fairly and explain what we have found. **You will not be treated differently because you have made a complaint.**

How can I make a complaint?

If you feel able to, you can first speak to the member of staff you normally deal with. They may be able to sort out the problem quickly.

If they cannot help, or you would rather speak to someone else, you can ask to speak to their manager.

You can also make a formal complaint without speaking to staff first.

Making contact

You can make a complaint in the way that is easiest for you:

- **Online:** through the Adult Social Care compliments, comments and complaints page on the [Lancashire County Council website](https://www.lancashire.gov.uk/adult-social-care/complaints)
- **By email:** customerfeedback@lancashire.gov.uk
- **By phone:** Adult Social Care on **0300 123 6720**
- **By post:**
Complaints Team
County Hall
Preston
PR1 8XJ
- You can also ask your social worker about the **Your Views Count** leaflet. It has a Freepost address.

Do I need help to complain?

You do not have to make a complaint on your own.

You can ask a **friend or relative** to help you.

We can also arrange **interpreters, translators or communication aids** if you need them.



An **advocate** can help you have your voice heard and support you through the complaints process.

Advocacy Focus

Email: admin@advocacyfocus.org.uk

Telephone: **0300 323 0965**

What happens next?

We will listen

We will acknowledge your complaint within **3 working days**.

We will contact you to talk about your complaint, how it will be handled and how long we expect it to take. We will also ask what you would like to happen as a result of your complaint.

We will respond

We will look into the issues you have raised and provide information and, where appropriate, a resolution.

If there are delays, we will keep you updated.

We will learn

Your feedback helps us understand where services can be improved.

Your complaint will be treated confidentially.

Still unhappy?

If you are unhappy with our response, you can contact the Local Government and Social Care Ombudsman.

Telephone: 0300 061 0614

Email: advice@lgo.org.uk

Online: Local Government and Social Care Ombudsman website.

Is there a time limit?

Complaints should normally be made within **12 months**.