



# Adult Care, Health and Wellbeing

## Complaints, Comments and Compliments

**Committed to providing the best possible  
service to residents**



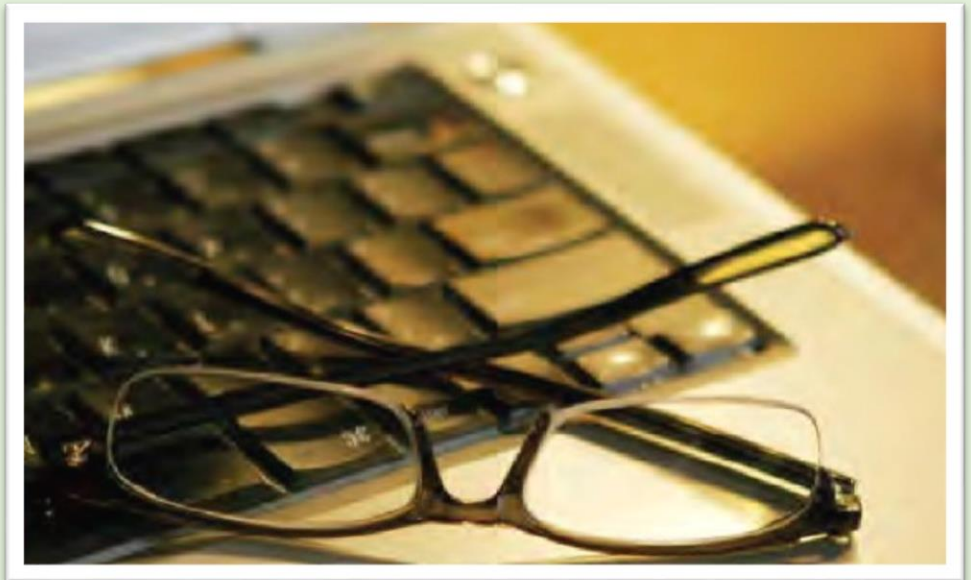
# Complaints, Comments and Compliments

## Complaints

Redbridge Adult Care, Health and Wellbeing is committed to providing the best possible service to our residents. The complaints, comments and compliments that we receive are important in developing our services.

This information is for people who want to make a complaint, comment or compliment about:

- a service they are receiving from Adult Care, Health and Wellbeing or have received and/or
- a decision made by Adult Care, Health and Wellbeing involving a person



# Committed to providing the best possible service to residents



## **Early resolution**

Most concerns can be resolved without making a formal complaint by contacting the member of staff who provides the service or their team manager. You can tell them your concerns and they will try to find a solution by the end of the next working day.

If the matter is not resolved by the end of the next working day, you can request the issues to be dealt with as a formal complaint by our Service Improvement Manager.

# Complaints, Comments and Compliments

## Complaints Process

Upon receiving your complaint, the Service Improvement Manager will use the details you have provided to carry out a risk assessment. This will help decide the best method for taking your complaint forward.

The Service Improvement Manager will then contact you within three working days with information relating to the complaints process, the timescales for a response and whether you are interested in an advocate, if appropriate, who will work with you on your complaint.

Your complaint will normally be investigated by a manager, who will find out the facts about what happened in a reasonable and orderly way. The manager will collect and consider the evidence which may include interviewing staff and looking at records.

During the investigation, you may be asked whether you are interested in meeting with relevant staff in order to resolve the complaint. Once the investigation has been completed, the manager will send a written response to your complaint.

# Committed to providing the best possible service to residents

## **What if I am not happy with the managers response?**

If you are not satisfied with the response, you may wish to take the complaint further, by contacting the Local Government and Social Care Ombudsman. The details are as follows:

Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry CV4 0EH  
Telephone: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

## **Comments and Compliments**

Comments and Compliments help Adult Care, Health and Wellbeing to monitor the quality of its services. If you have had a good experience, believe a member of staff has provided a good service or have any comments please make them to the team providing the service.

## **Where to get more information?**

For more information about anything in this leaflet, please contact:  
Service Improvement Manager  
Adult Care, Health and Wellbeing  
Lynton House  
255-259 High Road  
Ilford  
Essex IG1 1NY

Email: [adultcomplaints@redbridge.gov.uk](mailto:adultcomplaints@redbridge.gov.uk)

Monday - Friday

9.00am - 5.00pm

London Borough of

Redbridge



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