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**ST HELENS**  
BOROUGH COUNCIL

## **Adults Social Care Complaints Policy**

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# Part 1 – Adult’s Social Care Complaints Policy

## 1. Introduction

**1.1** This document sets out St Helens Council's policy and arrangements for handling complaints about Adult Social Care and is based on “The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009” and the accompanying “Department of Health guide to better customer care, Listening, Responding, Improving”. References throughout this document to "the Regulations" and "the Department of Health Guidance" relate to the 2009 Regulations and to "Listening, Responding, Improving – a guide to better customer care".

**1.2** This policy is separate and distinct from other related activities such as investigations by the Local Government and Social Care Ombudsman, Parliamentary and St Helens Council elected member enquiries, criminal or civil proceedings, and the Grievance or Disciplinary Procedures for St Helens’ Council employees.

## 2. Principles and aims

**2.1** St Helens Council is committed to dealing effectively with complaints and other customer feedback to help to improve service delivery for all service users irrespective of age, race, culture, gender, sexuality, or disability.

**2.2** St Helens Council's arrangements for handling and considering complaints will ensure that:

- complaints are dealt with efficiently and investigated properly.
- complainants and others involved, including staff, are treated with respect and courtesy.
- complainants receive, as far as is reasonably practical, assistance to enable them to understand the complaints process or advice on where they may obtain such assistance.
- complainants receive a timely and appropriate response.
- complainants are told of the outcome of the consideration of their complaint and of the action which will be taken, if necessary, in the light of the outcome.

**2.3** St Helens Council's complaints handling arrangements are based on the following principles of good complaints handling which have been endorsed by the Local Government Ombudsman.

- Getting it right.
- Being customer focused.
- Being open and accountable.
- Acting fairly and proportionately.
- Putting things right.

- Seeking continuous improvement.

**2.4** Effective recording, monitoring and analysis of complaints and other forms of feedback from people who use our services, such as comments and compliments, will provide useful indicators of the quality of services being provided, the standards being applied by St Helens Council and resource allocation and deployment.

**2.5** Throughout the process, complainants will be kept informed of the progress of their complaint and of the reasons for any delays. Where delays are unavoidable, a revised timescale will be provided to the complainant including the reasons for this.

### 3. Responsibility for complaints arrangements

**3.1** Local authorities are required to designate a person to be responsible for ensuring compliance with the Complaints Regulations and for ensuring that action is taken, if necessary, in the light of the outcome of a complaint. The Regulations also require local authorities to have a Complaints Manager to be responsible for managing the process for handling and considering complaints. Both these roles can be delegated. In order to contribute effectively to service development, the Complaints Manager should be independent of operational services and of direct service providers.

**3.2** Complaints Manager responsibilities, as set out in the Regulations, are undertaken by Senior Investigating Complaints Officers within the Information Governance, Complaints and Complaints Team at St Helens Council. These officer's carry overall responsibility for the effectiveness and accountability of the complaints process. This includes making sure that lessons learned from upheld complaints are fed back to senior managers to foster organisational learning and monitoring of standards and performance.

### 4. Time limit for making a complaint

**4.1** Local authorities need not consider complaints made more than 12 months after the date on which the matter being complained about has occurred, or the date on which the matter being complained about has come to the notice of the complainant. However, such complaints may be considered if the complainant has good reasons for not making the complaint within the 12 months' time limit and it is still possible to consider the complaint in a way that would be effective and fair to all those involved i.e., there is likely to be sufficient access to information and/or individuals involved at the time.

**4.2** Full account will be taken of all the circumstances before a decision is taken by officers that a complaint is out of time and complainants will be given clear reasons for such a decision. Responsibility for deciding whether a complaint is out of time rests with the relevant designated officers.

## 5. What is a Complaint? (Definition)

**5.1** A complaint is a written or verbal expression of dissatisfaction about the actions, decisions, or apparent failings of a local authority's Adult Social Care Services.

A Complaint may be defined as:

*"an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of individuals."*

**5.2** Complaints are distinguished from referrals for service, requests for information, or other queries and comments which can be dealt with by a normal St Helens Council response.

**5.3** Complaints may relate to the following:

- An unwelcome or disputed decision.
- Concern about the quality or appropriateness of a service.
- Delay in decision making or provision of services.
- Standard of delivery or non-delivery of services.
- Quantity, frequency, change or cost of a service.
- Application of eligibility and assessment criteria.
- Failure to follow correct procedure.
- The impact on an individual of the application of a local authority policy.
- Assessment, care management and review issues.
- Attitude/behaviour of staff.

**5.4** If it is possible to resolve the matter immediately, there is no need to deal with it under the Complaints Regulations.

## 6. Who may Complain?

**6.1** A complaint can be made by a person who receives or has received services from Adult Social Care Services or by any person affected or likely to be affected by the actions, decisions, or omissions of Adult Social Care Services. A representative of such a person may also make a complaint.

**6.2** Accordingly, a complaint may be made by:

- A service user.
- Someone who has been turned down for a service to which they think they are eligible.
- A representative of a service user acting with their consent.
- A representative of a service user who lacks capacity to act on their own behalf if the representative is seen to be acting in the best interests of the service user.

- A representative of a service user who has died.

**6.3** For the purposes of these arrangements, carers are regarded as service users and (with consent) can complain on behalf of the person they help care for or in their own right in respect of services to them as carers.

**6.4** In the majority of cases, where a complaint is made on behalf of someone else, the service will seek consent from the service user or person on whose behalf the complaint is being to ensure that they are happy for the complaint to be made. Consent will be considered as part of the triaging process of accepting the complaint. Where there is any uncertainty regarding capacity or if the complaint is in the service users' best interest. The ultimate responsibility of consent relies with the Investigating Officer.

**6.5** If a representative wishes to make a complaint on behalf of a person who lacks capacity (within the meaning of the Mental Capacity Act 2005) the Council must be satisfied that this is appropriate. If we are unable to accept the complaint on these grounds, we will notify the representative in writing.

## 7. Access to the Complaints Process

**7.1** A complaint/concern/comment can be registered through the following means:

**Email:** Contact the Complaints Team directly at [adultcomplaints@sthelens.gov.uk](mailto:adultcomplaints@sthelens.gov.uk)

**Council website:** <https://www.sthelens.gov.uk/complaints>

**By mail:** using the following address:

Information Governance, Compliance and Complaints Team

St Helens Borough Council

PO Box 512

ST HELENS

WA10 9JX

**In Person:** Customer Hub at St Helens Town Hall, Victoria Square, St Helens, WA10 1HP.

**Phone:** Through the St Helens Council Contact Centre on 01744 676789.

## 8. Advocacy

**8.1** Advocacy is the name given to the many ways in which people can be helped to get their message across. Advocates provide independent and confidential information, advice, representation, and support to people using Health and Social Care Services. They work one-

to-one with individuals to help them gain confidence and support them in potentially stressful situations such as when making a complaint.

**8.2** At any time during the complaints process, complainants can have the assistance of an independent advocate. St Helens Council will support any requests for such assistance by providing information about the availability of Advocacy Services in the relevant area as a matter of good practice. Advocates will need to show that a complainant has requested their assistance.

**8.3** A variety of advocacy schemes exist throughout St Helens and Merseyside. Their services are independent, confidential, and free. Information about advocacy is also available from the council website: [www.sthelens.gov.uk](http://www.sthelens.gov.uk) or online at [Home - Advocacy Focus](#)

## 9. Remedies and Redress

**9.1** Attempts to resolve complaints should continue even when the complaint has entered the complaints process.

**9.2** The response to a complaint may require St Helens Council to:

- Provide an explanation for its actions.
- Carry out a reassessment of needs.
- Reconsider an issue.
- Change a decision.
- Amend practice/procedures.
- Consider financial redress.
- Make an apology.

Any of these actions by St Helens Council in response to a complaint does not automatically render St Helens Council liable in law.

## 10. What is not required to be dealt with under the Complaints Regulations

**10.1** Certain issues raised that should be dealt with by other procedures will not be investigated as a complaint under these procedures. These include but are not limited to:

- Disciplinary or grievance proceedings.
- Criminal investigations.
- Where a statutory appeals process is in place.
- The complainant intends to take legal proceedings in relation to the substance of the complaint.
- Children & Young People's social care complaints.
- Corporate complaints, Examples could be: A complaint from an independent provider regarding communication with the Department, a complaint about Council Tax or Waste Collection.

- Complaints arising out of an alleged failure to comply with a data subject request under the UK GDPR and Data Protection Act 2018.
- Complaints arising out of an alleged failure to comply with a request for information under the Freedom of Information Act 2000.

**10.2** In matters which have been or are before the courts, any challenge to evidence submitted, or to a court decision, should be made as part of the legal process. St Helens Council's complaints process cannot be used to reconsider or attempt to overrule decisions made by the courts or any other quasi-judicial bodies, including tribunals, or the Ombudsman.

**10.3** Where a complainant states in writing that they intend to take legal action or have instigated legal action, the complaints handling process will normally be closed pending the conclusion of any legal process. The complainant will be advised that they can ask for the complaints process to commence once the legal process has been completed.

**10.4** Complaints from other agencies/professionals about the actions of St Helens Council and its staff will require a management response. A complaint of this nature would not be considered under this policy and the complainant would not receive a written response to their complaint however this would be investigated as part of the authority's internal HR process.

**10.5** Complaints made by employees of the council are dealt with under the council's grievance procedure and other equal opportunity policies and procedures of the council. Council employees can only use this process if they are acting in a personal capacity or on behalf of a service user as an external user of social care services.

## 11. Complaints about independent social care providers

**11.1** Anyone who is self-funding their care and support arrangements and has entered into an agreement independently of the Council with a social care provider (such as a care home or a home-care agency). Self-funders should: - first make a complaint directly to the organisation concerned - then if dissatisfied with the outcome of the complaint, ask the Local Government and Social Care Ombudsman to review their complaint.

**11.2** If St Helens Council has commissioned the service from the independent sector, the complainant can choose either to use the care provider's own complaints procedure or to ask the local authority to consider the complaint under the 2009 Complaints Regulations. If the complainant uses the provider's own procedure and remains dissatisfied with the response, they can then ask the local authority to investigate the complaint.

**11.3** If a complaint received by St Helens Council relates solely to an independent social care provider, (i.e., the care provider is not providing the care on behalf of the local authority) the Complaints Team will signpost the complainant to the relevant place to make their complaint.

**11.4** The Care Quality Commission is responsible for registering and regulating care homes and domiciliary care agencies. Complaints about the manager of an independent regulated service or about a possible breach of care home regulations can be referred to the Care Quality



Commission (CQC). In certain circumstances the Commission, as the regulator, may undertake direct enquiries using its powers of inspection.

**The CQC website is here:**

<https://www.cqc.org.uk/contact-us>

**General enquiries email address:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Telephone:** 03000 616161. The phone lines are open Monday to Friday, 8.30am to 5.30pm, excluding bank holidays.

## 12. Complaints involving NHS Bodies

**12.1** The Complaints Regulations place on local authorities, and health bodies, a duty to co-operate in respect of complaints about integrated services so that a single co-ordinated response can be sent where complaints are made across health and social care organisations.

**12.2** If a complaint received by St Helens Council relates solely to an NHS body, the Complaints Team will signpost the complainant to the relevant place to make their complaint.

**12.3** If part of the complaint is about an Adult Social Care function, St Helens Council will send the complaint to the relevant NHS body (with the complainant's consent) and will liaise with the NHS body to determine which body will take the lead in investigating and responding to the complaint and to ensure that the complainant receives a co-ordinated response. The agency against which the major component of the complaint is made will normally take the lead in responding and the complainant will be notified accordingly.

**12.4** Health and Social Care organisations will provide information relevant to the complaint and work together to resolve joint complaints.

## 13. Dealing with Unreasonably Persistent and Vexatious Complainants

**13.1** St Helens Council has a policy in place for dealing with Persistent and Vexatious complainants.

**13.2** Some examples of actions and behaviours which the local authority designates as unreasonable or unreasonably persistent are:

- Abusive, offensive, or threatening behaviour.
- Refusing to specify the grounds of a complaint despite offers of assistance from staff.
- Refusing to accept that issues are not within the remit of the complaints procedure despite having been provided with information about the scope of the procedure.
- Insisting complaints are dealt with in ways which are incompatible with the complaint's procedure.

- Introducing trivial or irrelevant new information which the complainant expects to be considered and commented on; or raising large numbers of detailed but unimportant questions and insisting they are all fully answered.
- Making unnecessarily excessive demands on the time and resources of staff, for example by excessive telephoning; sending e-mails to numerous council staff or writing lengthy complex letters every few days and expecting immediate responses.

**13.3** When we consider that a complainant is unreasonable or unreasonably persistent a decision may be taken to enforce the Council's Policy on Dealing with Unreasonably Persistent and Vexatious complainants. In all cases, a letter will be provided to the complainant providing the reasons for this.

Any restrictions imposed will be appropriate and proportionate, the options most likely to be considered are:

- Requesting contact in a particular form (for example letters only).
- Requiring contact to take place with a named officer.
- Restricting telephone calls to specified days and times; and/or
- Asking the complainant to enter into an agreement about their conduct.

In all cases the Information Governance, Compliance and Complaints Manager and/or Assistant Director will write to the complainant to inform them why his or her behaviour falls into the category of unreasonable or unreasonably persistent, what action will be taken and the duration of such action.

**13.4** Where a complainant whose complaint is closed persists in communicating with the Local Authority about it, we may decide to terminate contact with the complainant in accordance with the relevant policy.

## 14. Recording and Monitoring

**14.1** Department of Health guidance and the Regulations require that St Helens Council keeps a record of all social care complaints received, including the nature of complaints, the action taken, the outcome, and those instances where timescales agreed with complainants have not been met.

## 15. Annual Report and Evaluation

**15.1** In accordance with Department of Health guidance and Regulations, on a yearly basis, St Helens Council will publish data and information on the effectiveness of its complaints handling arrangements.

**15.2** The annual report is a publicly available document and includes information on:

- The number of complaints received and any that were considered by the Local Government and Social Care Ombudsman.

- Which service user groups made complaints.
- The subject matter of complaints and their outcomes.
- Compliance with agreed timescales.
- Learning points and service improvements.
- Details of Advocacy Services provided.
- The number and type compliments received.

**15.3** Regular analysis of collated data is undertaken and discussed by appropriate management teams who consider any action needed to respond to trends. In addition, St Helens Council's Complaints Team has a role in identifying learning points from complaints investigations, exploring issues with designated complaint officers, and reporting to the senior management team accordingly. This is an important part of the process of using customer feedback to promote continuous improvement.

## 16. Safeguarding

**16.1** Safeguarding investigations will take precedence over the investigation of any complaint. Harm may cover, but is not limited to:

- Physical.
- Sexual.
- Psychological.
- Financial.
- Neglect.
- Emotional.
- Verbal.

**16.2** Complaints that have any element of adult abuse or suspected abuse will immediately be referred through the Adult Social Care Department's Safeguarding Procedures. Under such circumstances, any complaints investigation will not be considered until discussions have taken place between the Adults Safeguarding Manager and the Senior Complaints Investigating Officer to decide the most appropriate course of action. Any safeguarding concerns as a result of the standard of care provided should be referred to the local authority under its safeguarding statutory duty.

## 17. Anonymous and withdrawn

**17.1** Anonymous complaints fall outside the scope of these procedures; however, effort will be made to gather as much detail as the individual is prepared to give to ensure that it is possible to investigate the issues identified.

**17.2** Complainants may wish to withdraw their complaint and in such circumstances a letter will be sent to the complainant acknowledging their withdrawal.

**17.3** The Complaints Team, Manager, and/or Assistant Director may review the issue of concern and consider whether further investigation is required through other internal management systems.

## 18. Diversity and Monitoring

**18.1** The Council will, where appropriate, ask complainants to define their own ethnic origin, gender, any disability, and age. This will be used to:

- Gain an accurate picture of complaint policy use by ethnic origin, age, gender, sexual orientation, and disability.
- Identify where take-up or use could be improved or reviewed.
- Provide a baseline for planning, target-setting, and measuring change.
- Provide assurance that the procedure is accessible equally to all sections of the community.
- Identify whether any distinct needs exist amongst members of minority groups, for which special provision may be necessary; and provide assurance that it does not disadvantage or inadvertently discriminate against any protected group.

## 19. Reasonable Adjustments

**19.1** The Council is committed to taking action to ensure that the way we work does not place people with disabilities at a disadvantage. It is important to remove the barriers some complainants have in making complaints.

**19.2** The Council has a legal duty to consider making reasonable adjustments if we find that there are barriers to people with disabilities in the way we do things. If those adjustments are reasonable, they must be made.

**19.3** The duty is ‘anticipatory.’ This means that the Council cannot wait until a person with a disability wants to use the service. We must think in advance, and on an ongoing basis, about what people with a range of impairments, such as people who have a visual or hearing impairment, a mobility impairment, or a learning disability, might reasonably need.

**19.4** The Equality Act 2010 requires us to provide reasonable adjustments for people who are “disabled”. Under the Act this means they have a “physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities.”

**19.5** The duty is to make “reasonable adjustments” if the way that we carry out our functions places a disabled person at a “substantial disadvantage” compared to someone who does not have a disability.

**19.6** We will do our best to accommodate requests even if you do not have a disability as defined by the Equality Act 2010.

**19.7** Reasonable adjustments are not defined by the Act, but there is a Code of Practice which gives guidance as to the kind of adjustments that could be made. Making a reasonable adjustment means making a change to our usual practices to avoid or correct a disadvantage to a person who has a disability in accessing our service.

**19.8** Depending on your needs, this could include:

- Providing documents or correspondence in larger print, or with a specific colour contrast (which may help people with conditions such as dyslexia).
- Giving you more time than would usually be allowed to provide further information or comments on your complaint.
- Using the telephone rather than written communication (e.g., if you have a visual disability).
- Translating documents or correspondence into Braille.
- Communicating with you through your representative or advocate.

**19.9** Asking for reasonable adjustments. When you first contact us, we will ask you if you have a disability and whether you might need an adjustment to help you use our service, but you can also ask for a Reasonable Adjustment at any time during our consideration of your complaint. We will also suggest new or additional adjustments if we feel it might help you continue to make the best use of our service.

**19.10** Our response to requests - Before agreeing an adjustment, we will consider:

- What the disadvantage would be if the adjustment were not made.
- Whether the adjustment will be effective in reducing the disadvantage.
- How practical it is to make it.
- Whether it would disrupt our other activities unreasonably.
- The cost and availability of resources, including external help and finance.

We will try to agree a reasonable adjustment with a minimum of delay, but in some cases, we may need to consider the request in more detail.

**19.11** There may be circumstances where we decide not to meet the request. The law says that an adjustment only has to be made if it is “reasonable.” We need to take account of the cost or resource implications of making the adjustment, whether the request itself is reasonable and whether there is a less expensive way of meeting the request. Where it is difficult to provide the adjustment or meeting it would interfere with our ability to meet our legal obligations, we may decide it is not “reasonable.”

**19.12** We will look at each request individually and will aim to agree any adjustments with you to avoid us making incorrect assumptions about your needs. Where we do not agree an adjustment, we will explain why. When we agree a reasonable adjustment, we will let you know in writing.

## Part 2 – COMPLAINTS HANDLING

### 1. Early Resolution

**1.1** St Helens Council recognises that most of our work is involved with supporting people to overcome and manage difficulties or challenging situations in their lives. Our staff may therefore hear about things that are not going as well as for our service users as they would like.

**1.2** The Council's aim is to consider all complaints as close to the point of contact as possible. In the first instance some issues can be resolved effectively by raising this directly with the service before escalating to the complaint's procedure.

**1.3** St Helens Council will make every effort to try to resolve an issue before it becomes a formal complaint. Arranging a phone call or face to face meeting at initial contact will help to mitigate escalation and resolve the matter.

**1.4** Where a complaint cannot be resolved early, or the complainant remains dissatisfied with the service response, the complaint will be brought directly to the attention of the Complaints Team. The representation will then be handled in line with the Regulation requirements and classified as a complaint.

### 2. Resolving/Investigating a complaint

#### Stage 1 - Investigation

**2.1** On receipt of a complaint the Complaints Team will acknowledge the Complaint within 5 working days. In the majority of cases the Complaints Team will offer the complainant a call from the service as a way of preventing a Stage 1 Investigation.

#### Validation Process

**2.2** The Complaints Team will validate the complaint in line with the policy outlined to ensure that the complaint is appropriate.

**2.3** Where a complaint is not valid e.g., out of timescale, the Complaints Team will inform the complainant, explain the reasons why the complaint is invalid and provide details of the Local Government and Social Care Ombudsman.

**2.4** In some cases, the complaints team will need to ascertain further information from the complainant in order to effectively process the complaint. In this case, the Complaints Team will contact the complainant to gather further information and clarify points of complaint.

**2.5** Consent will be considered as part of the triaging process of accepting the complaint where there is any uncertainty regarding capacity or if the complaint is in the service users' best interest. The ultimate responsibility of consent relies with the Investigating Officer.

### **Allocation and time limit.**

**2.6** All Stage 1 complaints will be allocated to an appropriate Head of Service (Investigating Manager) for response. The Complaints Team will ask the Investigating Manager to provide a written response to the complaint within 10 working days.

**2.7** The investigation should include contact with the complainant to discuss the concerns raised in a timely manner and attempt to resolve any concerns.

**2.8** The investigation may also include review relevant written files and discussions with relevant officers/parties pertinent to the complaint.

**2.9** The Complaints Team will inform complainants of the timescale and commit to keeping them informed when necessary.

### **Response**

**2.10** On conclusion of enquiries, a letter will be sent to the complainant outlining:

- How each issue of the complaint was investigated and the findings.
- The outcome of the complaint (Upheld/Partially Upheld/Not Upheld etc).
- What actions, if any, will be taken including a timeline for when actions will be completed.
- Any learning for service improvements.
- Any other learning outcomes are identified.
- Advice relating to escalation to Stage 2 is included.

### **Extensions**

**2.11** An extension of up to 20 working days can be requested by Investigating Manager to the Complaints Team and then the Complaints Team will update the complainant of this.

## **Stage 2 – Review**

**2.12** If the complainant remains dissatisfied, the Complainant can request that their complaint is escalated to Stage 2 of the complaint procedure. If the complainant wishes to do this, they will need contact the Complaints Team within 20 days of receiving their Stage 1 response.

**2.13** If the complainant requests their complaint to be escalated to Stage 2, the Complaints Team will present the opportunity to the complainant to discuss any outstanding issues relating to the Stage 1 response with the Investigating Manager who provided the Stage 1 Response.

The complainant must include:

- the issue(s) which remain unresolved.
- why the complainant remains dissatisfied; and,

- what the Complainant thinks would resolve their complaint.

The request for Stage 2 should be acknowledged and logged by the Complaints Team within 5 working days of the request being received.

#### **Allocation and time limit.**

**2.14** At Stage 2 the complaint will be investigated by appropriate Assistant Director.

The Complaints Team will ask the appropriate Assistant Director to work to complete the Stage 2 review of the complaint within 20 working days. This is not a re-investigation of the issue but a review of the stage 1 complaint to explore if any new evidence has come to light or the investigation has been conducted appropriately.

#### **Response**

**2.15** On conclusion of the Stage 2 Review, a letter will be sent to the complainant outlining:

- How each issue of the complaint was reviewed and any findings.
- If the Investigator agrees with the outcomes of the complaint at Stage 1 (Upheld/Partially Upheld/Not Upheld etc).
- What actions, if any, will be taken.
- Any learning for service improvements.
- Advice relating to escalation to the LGO is included.

#### **Extensions**

**2.16** This can be extended by an additional 20 working days if required. The Complaints Team will inform complainants of the timescale and commit to keeping them informed with any relevant updates.

### **3. Local Government and Social Care Ombudsman Contact Details**

**3.1** Local Government and Social Care Ombudsman contact details:

#### **Telephone:**

0300 061 0614

#### **Postal Address:**

Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

**Online:** <https://www.lgo.org.uk/>



## 4. Learning from complaints

**4.1** The Council will monitor the operation and effectiveness of this complaint's procedure as well as how information about complaints is being used to improve services and delivery.

There will be effective quality assurance systems in place which will include a cycle of planning with outcomes fed back into operational delivery. This will include effective systems to provide:

- the dissemination of learning from complaints to line managers.
- the use of the complaint's procedure as a measure of performance and means of quality control.
- information derived from complaints to contribute to practice development, commissioning, and service planning.

**4.2** Monitoring will highlight how effective communication is within the authority and to the adults receiving their services, where staff training is required and whether resources are targeted appropriately. This will be fed back into the system to facilitate and improve policy and practice.

## 5. Compliments and Feedback

**5.1** St Helens Council welcomes feedback from service users and members of the public to help improve services. Feedback will be forwarded to the relevant manager of the service concerned for their information and incorporate feedback provided within service planning where appropriate.

**5.2** St Helens Council also welcomes compliments from people using the services provided by the council. Compliments will be forwarded to the relevant manager of the service concerned so they are able to feedback to the team. The manager will ensure that a copy of the compliment is sent to the member of staff or team concerned. In the case of compliments about individual members of staff, the manager will also ensure that a copy of the compliment is placed on the staff member's personal file.

**5.3** All feedback and compliments received by St Helens Council will be included in Statutory Annual Reports and presented to the Cabinet Committee on Performance Improvement for the Council.

If you wish to log a compliment or feedback, you can do this in any of the following ways:

**Online:** [Compliments and Feedback - St Helens Borough Council](#)

**Phone:** Through the St Helens Council Contact Centre on 01744 676789

**Email:** Contact the Complaints Team directly at [adultcomplaints@sthelens.gov.uk](mailto:adultcomplaints@sthelens.gov.uk)

**By mail:**

Information Governance, Compliance and Complaints Team

St Helens Borough Council

PO Box 512

ST HELENS

WA10 9JX

<b>Version</b>	<b>Author/Reviewer</b>	<b>Date</b>	<b>Review Date</b>
<b>1.0</b>	<b>Hannah Myers</b>	<b>June 2024</b>	<b>June 2025</b>