

### What if I'm not happy with the process?

If you're not happy with the way we have dealt with your complaint, you can appeal to the Local Government Ombudsman.

**Local Government Ombudsman**

**PO Box 4771**

**Coventry, CV4 0EH**

**Phone: 0300 061 0614**

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

## Adult Social Care How to make complaints and suggestions

Department of Community  
and Children's Services  
City of London Corporation

# Have your say

It's important to us that we always provide you with the best possible services.

If you have any suggestions or complaints you'd like to make, we want to hear from you.

You may:

- have an idea about how to improve the service
- feel that you are not being treated properly by our staff, your social worker or carers
- be unhappy about decisions we have made about your care.

If you would like additional support to make a complaint but do not have anybody to help you, you can contact the independent

**City Advice Service:**

Phone: **020 7392 2919**

**[www.toynbeeHall.org.uk/city-advice](http://www.toynbeeHall.org.uk/city-advice)**



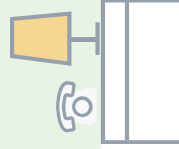
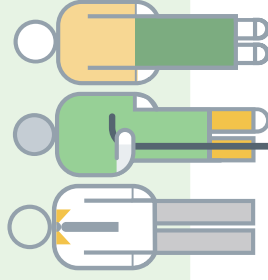
## Listening

To contact us you can:

- phone the Complaints Officer on **020 7332 3498**
- email the Complaints Officer at **AScomplaints@cityoflondon.gov.uk**

- write to

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



# What happens next?

When you make a complaint, we will undertake the following process:



## Responding

If we can, we will resolve the issue immediately. If we cannot, we will:

- acknowledge your complaint in writing within three working days
- put a plan in place to resolve the complaint and agree with you a reasonable date for a response (if the complaint involves the NHS, we will agree with you who should lead on the complaint and keep you informed)
- work to the plan and keep you informed of our progress
- agree with you in advance if we need more time or to change the plan.



## Improving

When we have finished investigating your complaint, we will:

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

