

😊 Compliments

We also want to hear about when you have received a good service. Getting compliments and positive feedback helps us to see where things are working well, and helps others to learn from it.

You can pass on any feedback or comments to staff or you can also email us at qualityandperformance@towerhamlets.gov.uk

Feedback

We are keen to hear any other suggestions, ideas or feedback you may have about adult social care services in Tower Hamlets. You can pass on any feedback or comments to local members of staff or their manager.

You can also contact Healthwatch. Healthwatch is independent of the Council and works to improve health and social care services in Tower Hamlets by finding out about people's views and experiences. There are plenty of ways you can let us know what you think. Healthwatch can tell you more about this.

Healthwatch contact details:

Room 12, Block 1
Mile End Hospital
London E1 4DG

T: 020 8223 8933
0800 145 5343

www.healthwatchtowerhamlets.co.uk
info@healthwatchtowerhamlets.co.uk

If you would prefer to contact the Council directly, email qualityandperformance@towerhamlets.gov.uk



Our promise to you

Throughout your experience with adult social care, you can expect:

- To be treated with respect
- To get information that is clear, useful and easy to understand
- To get support to be as independent as possible
- To have your views listened to and acted on where possible

Contact details

Contact details for the Tower Hamlets Council Complaints and Information team:

✉ **Freepost Plus**
RRBZ-UCYT-ZLRX
The Complaints Officer
Tower Hamlets Council
Mulberry Place, 5 Clove Crescent
London E14 2BG

☎ **Freephone: 0800 374 176**

🖱 **www.towerhamlets.gov.uk/complaints**

🖱 **complaints@towerhamlets.gov.uk**

If your complaint is about a local NHS service, visit **www.towerhamletsccg.nhs.uk** to find out more

Concerns, Complaints and Compliments in Adult Social Care



This leaflet tells you what to do if you are unhappy with the service you have received from adult social care in Tower Hamlets.

It also tells you how to let us know any other comments or feedback you have.

Adult Social Care Services
live life your way



Adult social care in Tower Hamlets offers support for people who are disabled, ill, frail or vulnerable for another reason.

Support can take a lot of different forms: It can be support from a Social Worker, Occupational Therapist, Key Worker or another professional. Adult social care includes services like home help, day centres, care homes, equipment, information, advice and much more.

Concerns and complaints

While we try to provide a good service, we know that sometimes things can go wrong. If you are unhappy with the service you have received, we want to hear about it. We aim to sort out complaints and concerns fairly and put things right as quickly as possible.

Who to contact

If you have a concern or comment about any adult social care services in Tower Hamlets, start by talking to a local member of staff or their manager. Often this is the quickest and easiest way to have your concerns addressed.

If this has not resolved the issue and you would like to make a formal complaint about a service you have received from the Council, please contact the Complaints and Information team on:

- Send a letter to the Complaints Team:



Freepost Plus
RRBZ-UCYT-ZLRX
The Complaints Officer
Tower Hamlets Council
Mulberry Place, 5 Clove Crescent
London E14 2BG

- Call the Complaints Team:



Freephone: 0800 374 176

- Complete the online complaints form by visiting our website:



www.towerhamlets.gov.uk/complaints

- Email us your complaint:



complaints@towerhamlets.gov.uk

Other social care providers and organisations

The Council funds other organisations to provide social care on its behalf and we work closely with the NHS and others. If your complaint is about another organisation, we recommend you contact their complaints department to have this issue addressed. We can help you find out their contact details if you are not sure where to start.

If you are not satisfied with the response you receive from an organisation we fund, you can request that your complaint be looked at by the Council. Please contact us using the details above if this applies to you.

Worried about complaining? Don't be!

Some people worry about making a complaint for fear of things getting worse, but making a complaint will never negatively affect the support you receive. On the contrary, it can help make services better for everyone.

Support to make a complaint

Do you feel worried or confused about making a complaint? There are people who can help.

- You can ask a relative, friend or carer to help you make a complaint, or make a complaint on your behalf.
- You can get support from an “advocate”, who is independent of the Council and is there to support you to speak out. You can phone Real on 020 7001 2177 to organise for an advocate.

What if I am still not satisfied?

If you are still dissatisfied with the response to your complaint, we can help explore further options, including providing information about raising a complaint with the Local Government Ombudsman.

