

Appendix A

The Local Authority Social Services and NHS Complaints Regulations 2009

[The Local Authority Social Services and NHS Complaints Regulations 2009](#) introduced a single, more customer focused approach to complaint handling across health and social care. There is a single local resolution stage, in which Medway Council must investigate and resolve the complaint as speedily as possible and in a manner that best meets the needs of the complainant. The legislation stipulates those complaints should be completed within six months from the date the complaint was received. If the complainant is unhappy with the outcome of their complaint, they can make a referral to the LGSCO.

The aim of adult social care is to make sure that local people get the best possible care during the times in their lives when they need help. There may be occasions when things go wrong or when people are unhappy with the service they receive. When this happens people should, and have a right to, complain. The council's complaints arrangements focus on dealing with problems quickly and effectively, putting things right and learning from complaints to improve services.

It is important to reflect on the compliments and thanks received, which provide a valuable insight into the provision of adult social care services. This report highlights some examples of the positive things people have said about the provision of adult social care services, and the professionalism and commitment of staff.

The council uses complaints and compliments as important learning opportunities to make changes and improvements to our services.