

Local Government &
Social Care
OMBUDSMAN



How the Ombudsman will look at your complaint



Easyread version

Local Government &
Social Care
OMBUDSMAN

We are called the Local Government and Social Care Ombudsman.



About us

We are the people to talk to if you have a complaint about a council.



We are the people to talk to if you have a complaint about an organisation that provides care for adults.



We do not charge money to look at your complaint.



We decide things fairly and do not take sides.



What we look at

We can look at complaints about things that have gone wrong if they have caused problems for you.



We might say the council or care provider has done something wrong if they:



- took too long to do something



- did not follow their own rules



- did not follow the law



- gave you information that was wrong



- gave you poor service or no service at all



- did not tell you that you could ask for their decision to be looked at again



- did not look at all the information they should have done when making a decision



- looked at information they should not have done when making a decision.



We might say the council or care provider's mistakes have caused you problems if:



- you did not get a service you should have had



- you had to spend time trying to put things right.



- you had to spend money to put things right.

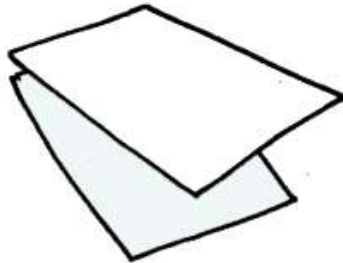


We will look to see if these mistakes caused other people problems.



The information we will look at

We will look at the information you have given us.



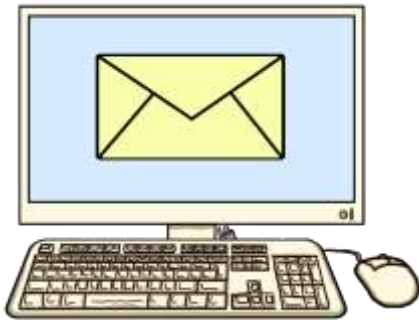
We might ask the council or care provider for information.



We might get information from the internet.



We might look at the council or care provider's records.



We will contact you by email.



Or we will contact you by phone.



We do not usually meet you face to face.



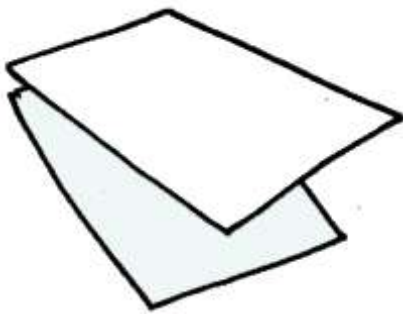
We do not usually meet people who work for the council face to face.



We do not usually meet people who work for the care provider face to face.



We do not usually visit the place the complaint is about.



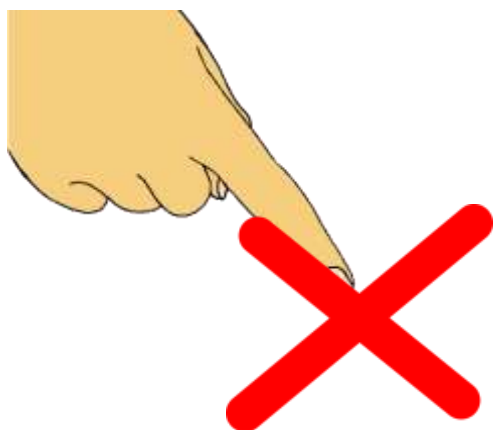
We will send you a draft decision.



You can tell us what you think about the draft decision.



We will then send you a final decision.



When we are looking into your complaint, we cannot tell the council or care provider what to do.



So if things are still going wrong, you should tell the council or care provider.



What happens if we decide that something has gone wrong?



If we decide the council or the care provider has done something wrong, we try to get them to put it right.



The council or care provider might say how they can put things right.



I would like....

We will ask you what you think.

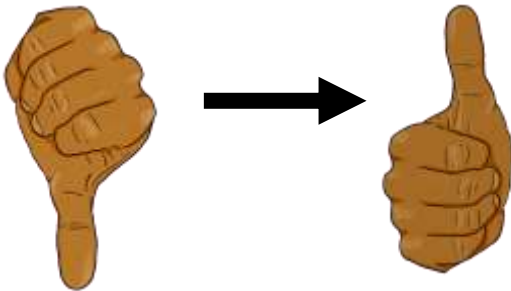


We will tell you if we think what the council or care provider say they will do is fair.

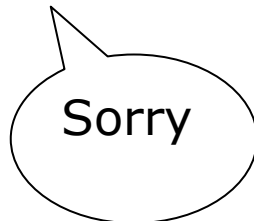


We will stop looking at your complaint.

Putting things right



We might ask the council or the care provider to:



- say sorry to you



- take the action it should have done before



- make a decision it should have done before



- give you the service it should have done before



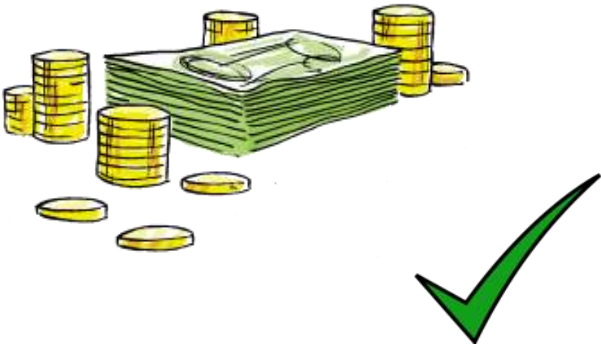
- look at the decision it did not make properly



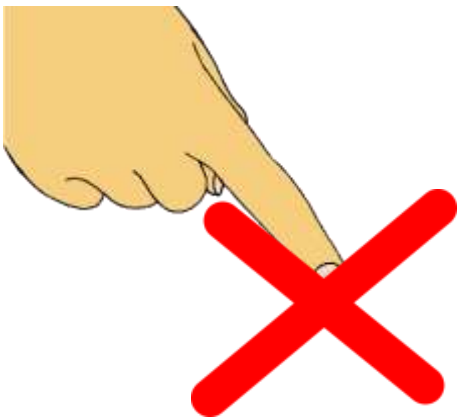
- make their rules better so this mistake does not happen to other people



- give their staff training so this mistake does not happen to other people



- pay you some money.



We cannot make council or care providers do what we ask.



But most of the time councils or care providers do what we ask them to.



How long does it take?

We will be as quick as we can.

Six months

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

We deal with most complaints within six months.



Your investigator will let you know how we are getting on.



What you need

We want everyone to be able to use our service.



Tell us if you want us to communicate with you in a different way.



We will try to communicate with you in the way that you have asked.



What we can do depends on the time and money we have.



Please talk to your investigator about what you need.

We call this factsheet 'G2' – 'How the Local Government and Social Care Ombudsman will look at your complaint'.

We last changed this factsheet in June 2017.