Further comments

Herts Careline
Because independence is important

Comments!
Compliments!
Complaints!

Hertfordshire Careline is a not-for-profit service provided by North Hertfordshire District Council. We have been providing independent living services across Hertfordshire for over 30 years and are one of the largest independent providers of assistive technology in the UK.

We would like to know what you think about our community alarm and telecare services so please let us know if you have a comment, compliment or complaint.

0300 999 2 999
www.care-line.co.uk

Careline is a not-for-profit service of
NORTH HERTFORDSHIRE DISTRICT COUNCIL

Comments! Compliments! Complaints!

We would like to know what you think about our services so please let us know if you have a comment, compliment or complaint.

How do you let us know?
You can talk to us in person, or phone us, write to us, send us a fax, email, or use our website.

If you prefer, you can fill in the attached form and post it to us.

If you need help to do this, you can ask someone to contact us on your behalf. Many problems can be sorted out by talking to us. Most differences or misunderstandings can be sorted out simply and quickly. If you don't tell us about a problem, we may not know how to help you. As a starting point you should talk to the manager of the service involved, or if you don't know who to contact, phone 0300 999 2 999 and we'll direct you. If you have tried to sort out a problem but are still not happy, you may then decide to make a complaint.

Or, you may decide to make a complaint straight away.

What could you complain about?

- When we have failed to do something we should have done
- When we have done something badly or in the wrong way
- When we have treated you unfairly or not politely

This form is intended for reporting comments, compliments or complaints for Hertfordshire Careline's community alarm and telecare services only.

Comments! Compliments! Complaints!

Please complete and return in an envelope to:

Hertfordshire Careline, 55 Harkness Court, Franklin Gardens, Hitchin, Hertfordshire, SG4 0BS

Name: _____

Address: _____

_____ Phone: _____

Email: _____

This is a: Comment ❍ Compliment ❍ Complaint ❍ (please tick the appropriate box.)

Have you raised this matter with the service involved? Yes ❍ No ❍

Please tell us about your comment, compliment or complaint.
(Please give as many details as possible, for example, what happened, where and when it happened, and what action you would like us to take.)

_____

_____

_____

_____

_____

_____

_____

Continue on reverse if necessary.

Filled in by (if different from above) _____

Signature: _____ Date: ____/____/____

Our key services and contact numbers

Telephone: **0300 999 2 999**

Fax: **01462 343000**

Email: **careline@north-herts.gov.uk**

Website: **www.care-line.co.uk**

Useful numbers

Hertfordshire Careline

Careline office	**0300 999 2 999**
North Hertfordshire District Council	**01462 474000**

Helplines

Alzheimer's Association	**0300 2221122**
NHS Advice	**111**
Osteoporosis Association	**0845 4500230**
Royal National Institute for the Blind	**0303 123 9999**

Hospitals

Lister Hospital, Stevenage	**01438 314333**
QE2, Welwyn Garden City	**01707 328111**
Watford General Hospital	**01923 244366**

What happens next?

If you have contacted us with a comment or suggestion, we will consider what you have said carefully and see if we can improve the quality of the service we provide.

If you have a compliment for us, we will happily pass it on to the employee or service involved!

If you have contacted us with a complaint, we promise to:

- be fair
- deal with it as quickly as possible
- deal with it in confidence
- keep you informed at all stages

We aim to resolve complaints as quickly as possible but it may take up to 10 working days.

If we are unable to provide a response within 10 working days we will contact you to explain when we expect to complete the investigation.

What if you are not happy with our response to your complaint?

If you are not happy with our response, we have a review process.

You can write to the Director of the Service you are complaining about saying why you are not happy with the response. They will look at the issue again. We need to receive this letter within 14 days of our response to you.

Local Government Ombudsman

We hope that we can sort out your problem, but if you have followed our complaints procedure and you are still not happy, you may contact:

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

www.lgo.org.uk

Phone: 0300 061 0614
Fax: 024 7682 0001
E-mail: advice@lgo.org.uk
Text: 'call back' to 0762 480 4299

Translations

This leaflet is about comments, compliments and complaints.
If you would like it in a different language or format please complete the form and return it to the address below.

এই প্রচারপত্রটা মন্তব্য, অভিযোগ ও প্রশংসা সম্পর্কে। আপনি যদি এটা অন্য কোনো ভাষায় কিংবা আকারে চান, তাহলে ফর্মটা পূরণ করুন এবং সেটা নিচের 'ফ্রীপোস্ট' ঠিকানায় ফেরত পাঠিয়ে দিন।

本宣傳頁是關於意見、抱怨和表揚的。如果您需要不同的語言或格式，請填寫表格並將其寄到以下免費投遞地址。

Questo opuscolo tratta commenti, reclami e apprezzamenti positivi. Se desidera riceverne una copia in una lingua o in un formato diversi, completi il modulo e lo rispedisca all'indirizzo franco posta che segue.

ਇਹ ਪਰਚੀ ਟਿੱਪਣੀਆਂ, ਸ਼ਿਕਾਇਤਾਂ ਅਤੇ ਪ੍ਰਸ਼ੰਸਾ ਦੇ ਬਾਰੇ ਵਿੱਚ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਦੂਸਰੇ ਰੂਪ ਦੇ ਵਿੱਚ ਲੈਣਾ ਚਾਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਫ਼ਾਰਮ ਨੂੰ ਭਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਫ੍ਰੀਪੋਸਟ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਉ।

Bu kitapçık görüşleriniz, şikayetleriniz ve iyi dileklerinizle ilgilidir. Kitapçığı başka bir dilde ya da biçimde okumak isterseniz lütfen formu doldurunuz ve aşağıdaki ücretsiz posta adresine gönderiniz.

یہ لیفلیٹ تبصروں، شکایات اور ستائش کے بارے میں ہے۔ اگر آپ کو یہ کسی دوسری زبان یا شکل میں درکار ہو، تو برائے مہربانی فارم کو پُر کر کے اسے نیچے دیئے ہوئے فری پوسٹ (مفت ڈاک) پتہ پر واپس ارسال کریں۔

Ta broszurka zawiera komentarze, wyrazy uznania i zażalenia. Jeżeli chcesz otrzymać ją w innym języku lub w innym formacie, proszę wypełnić formularz i przesłać na adres podany poniżej. Znaczek nie jest potrzebny.

☐ ਪੰਜਾਬੀ ☐ اُردو ☐ ITALIANO ☐ 中文 ☐ TÜRKÇE
☐ বাংলা ☐ POLSKI ☐ Large Print ☐ Audio Cassette

Name _____

Address _____

_____

_____

_____

Customer Service Manager
North Hertfordshire District Council
Gernon Road
Letchworth Garden City
Hertfordshire SG6 3JF

Putting people first

We aim to listen to our customers and deliver responsive, high quality, value for money services.

We will:

- be speedy, efficient and polite, no matter how you contact us
- provide fair and accessible services to all groups and individuals in a way to suit your needs without discrimination
- provide well-trained and easily identifiable staff
- always provide a contact name, phone number and e-mail address for your enquiry
- greet you clearly and politely with 'good morning' or 'good afternoon', our service area and name
- respect your rights to confidentiality, privacy and safety

We also aim to:

- reply to your e-mails within two working days, and your letters within four
- let you know if we are not able to provide a full response within this time, with our reasons why, and aim to reply within 10 working days
- give you an appointment so that you can visit us and we can visit you

We promise to:

- continue to improve our service to you by treating your comments, compliments and complaints positively and learning from experience
- clearly explain our complaints procedure and follow it, keeping you informed of the progress of your complaint