

How to complain about the services of Hertfordshire Independent Living Service

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Hertfordshire Independent Living Service (HILS) or its staff. If you are not happy with the way we are working, we would like you to tell us so that we can make improvements. We want to provide an excellent and caring service to all our clients, and complaints can help us make sure that we do that.

If you make a complaint (whether informal or formal), we promise to:

- Take it seriously
- Listen to you to understand the problem
- Deal with your complaint professionally
- Learn from your complaint and take measures to improve our services
- Abide by our Equal Opportunities policy and respect your confidentiality throughout the process

What to do if you are not happy with something we are doing:

As a first step, we would encourage you to inform the relevant HILS team using the contact details below:

Contact details for meal services:	
<i>Including meals on wheels, lunch clubs, emergency food bags, and pop-in visits</i>	
Hemel Hempstead site (serves Dacorum, Hertsmere, Three Rivers, and Watford)	Phone: 01442 243352 Email: hemel@hertsindependentliving.org
Letchworth site (serves North Herts and Stevenage)	Phone: 01462 678423 Email: letchworth@hertsindependentliving.org
St. Albans site (serves Hatfield, Harpenden, Potters Bar, Borehamwood, and St Albans)	Phone: 01727 847264 Email: stalbans@hertsindependentliving.org
Ware site (serves Broxbourne, East Herts, and Welwyn)	Phone: 01920 333030 Email: ware@hertsindependentliving.org

Contact details for community services:	
Dementia clubs (Kingfisher Clubs)	Phone: 01727 847264 Email: dementiaclubs@hertsindependentliving.org
Community alarms & telecare	Phone: 0330 2000 167 Email: alarms@hertsindependentliving.org
Keysafe installation service	Phone: 0330 2000 167 Email: keysafes@hertsindependentliving.org
Nutrition & Wellbeing service	Phone: 0330 2000 103 Email: nutrition@hertsindependentliving.org
Advocacy service	Phone: 0330 2000 103 Email: advocacy@hertsindependentliving.org

General e-mail:	info@hertsindependentliving.org
General phone number:	0330 2000 103

However, if you do not wish to talk to a member of staff about an issue or you have found the above process unsatisfactory, you should make a formal complaint. The process for making a formal complaint is on the next page.

How to make a formal complaint:

Stage 1:

You should complain to the Manager of the service by filling out and posting the **complaints form** at the end of this document. Alternatively, you can speak to them on the telephone. The Customer Service Team at your local site (please refer to the table above) will be able to take your details and arrange for a Manager to call you back at a time suitable for you. **A manager will contact you within 3 working days to let you know that we have received your complaint. A manager will contact you within 10 working days with a full response to your complaint.**

Stage 2:

If you are still unhappy you should write to the Chief Executive via the following address:

Postal address:

Chief Executive, Hertfordshire Independent Living Service, 16 Green Lane One, Blackhorse Road, Letchworth, SG6 1HB

The Chief Executive will write to you within 10 working days with a full response to your complaint.

Stage 3:

If you are still unhappy you should then write to the Chair of Hertfordshire Independent Living Service via the following address:

Postal address:

Chair of the Board, Hertfordshire Independent Living Service, 16 Green Lane One, Blackhorse Road, Letchworth, SG6 1HB

The Chair of the Board will contact you within 10 working days with a full response to your complaint.

Stage 4 – PLEASE NOTES: this stage only applies for Meals on Wheels complaints

If you are still unhappy with the response from Hertfordshire Independent Living Service you can complain to Hertfordshire County Council through the contact details below:

Postal address:

Herts County Council Complaints, CHO 118, Room 164, County Hall, Pegs Lane, Hertford, SG13 8DF

Telephone number:

0300 123 4042

Hertfordshire Independent Living Service Complaints Form



If you have a formal complaint, please fill in this form and send it to the following address:

Complaints, c/o Lizzie Hopkinson, Hertfordshire Independent Living Service, 16 Green Lane One, Blackhorse Road, Letchworth, SG6 1HB.

If you need help to fill out the form please contact our team on 01462 347026.

The Manager will contact you within 3 working days of receiving your form.

Your Name.....

Address

Phone Number.....

Email.....

Please contact me by: Writing / Telephone / E-mail (please circle your choice)

My complaint is about.....

I am not happy because.....

Any other comments.....

Today's Date.....