



Comment Compliment Complaint

Adult Social Care



Bedford Borough Council welcomes feedback from our customers. We will use the feedback you give to improve our services.

Comment

You may wish to share a suggestion or idea about how we can improve our services.

Compliment

You may wish to tell us about a service that has been good or a member of staff who has been helpful.

Complaint

You may want to complain if the standard of service falls short of what you would expect, or if a member of staff does not do what they said they will.

Independent advice and advocacy

An advocate is someone who can help you to speak up for yourself or speak on your behalf, so you can have your views heard. They can attend meetings with you, carry out correspondence and telephone calls for you and third parties, and support you if you want to make a formal complaint.

POhWER provides advocacy support for people in Bedfordshire for free, you can contact them on telephone:

 **0300 456 2362**  **www.pohwer.net**

Representation

You have the right for someone to make a complaint on your behalf. We will ask you to give consent for them to do this.

The Complaints Procedure

This document explains the process for making complaints or giving feedback about Adults Social Care. The Council has separate procedures for Children's Social Care complaints and for non Social Care Complaints. The Adult Social Care complaints procedure includes a range of options

for resolving complaints. The complaint will be assessed and a decision made on the most appropriate option for response. We will be happy to discuss this with you.

Complaints will be acknowledged within 3 working days of receipt. You will be provided with details of how the Council proposes to handle your complaint including details of who will respond to your complaint and by when.

You will also be provided with details of the complaints procedure and what you can do if you are not satisfied with the action we propose to take to put things right.

Options for resolving Adult Social Care complaints

Face to Face Meetings

Customer Relations will support customers and staff to meet to discuss and agree how the complaint can be remedied. We would aim to do this within 10 working days or up to 20 where the complaint is more complex.

Local Resolution

The manager of the service complained about will investigate and aim to remedy your complaint within 10 working days. If the complaint is complex they may take up to 20 working days.

Independent Investigation

The Council recognises that there are some complaints that are or become complex or serious in nature that may require a more detailed investigation or review of the matters than a local manager can carry out. An independent investigator will aim to complete the investigation and produce a detailed report within 25 working days or for complex complaints up to a maximum of 65 working days. A senior manager from the Service will provide a response to you following the independent investigation.

You will be provided with written confirmation of any actions or agreements made to resolve a complaint.

We will keep you informed of any delays to the timescales provided.

The Council will try to resolve your complaint as quickly as possible and seek your agreement on how we do this. There may be instances where we seek your agreement to try more than one approach from the range of options.

Other action you can take

If you are not happy with how your complaint is handled you can contact the Local Government Ombudsman. You can do this at any time. The Ombudsman usually expects the Council to have had the opportunity to look into your complaint first.

Contact details of the Local Government Ombudsman:

 **PO Box 4771**
Coventry
CV4 0EH

 **0300 061 0614**
 **0845 602 1983**

 **www.lgo.org.uk**

Bedford Borough Council's Adult Social Care services are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:

 **0300 061 6161**  **enquiries@cqc.org.uk**



How to contact us and give feedback

- Complete the freepost form attached to this leaflet.
- Telephone or write to the service area concerned and speak to the manager.
- Telephone Customer Relations on **01234 228597**
- Email Customer Relations at **be.heard@bedford.gov.uk**
- Text Customer Relations on **07795 686459**
- Or visit our website **www.bedford.gov.uk/beheard**

Data Protection Act 1998


Please note that the personal details supplied on this form will be held on a file and/or computerised by Bedford Borough Council for the purposes of assessing your compliments, comments and complaints. Your personal details may be shared internally within the Council for this purpose, but will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.

Complaints about adult services and another organisation

Where your complaint relates to Adult Social Care and another organisation such as the NHS, we will work closely with the other organisation to ensure you receive a single coordinated response to your complaint. We will seek your agreement to share information before doing so.

If you have a complaint about Health related services (for example about a doctor, nurse, hospital or a dentist) you may wish to contact the local NHS Complaints Advisory Service for support. They are an independent organisation and will be able to help you understand the complaints process and explain what options are available to you.

Contact POhWER's NHS Complaints Advisory Service on telephone:

 **0300 456 2370**

Healthwatch

Healthwatch Bedford Borough has been established to give local people a stronger voice to influence and challenge how health and social care services are provided.

If you want to help shape health and social care services and improve current ones contact Healthwatch Bedford Borough on telephone:

 **01234 718018**

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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برای اطلاع

Per Informazione


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Informacja

Za Informacje

তথ্যের জন্য

 01234 228597

 **CONSULTING BEDFORD**
FREEPOST ANG5840
BEDFORD
MK40 1ZD

 www.bedford.gov.uk/beheard

**Ask for leaflet
AS060_13**

Customer Feedback Form

Comment, Compliment or Complaint

Title: Last Name:

First Names:

Address:

Phone number:

Email address:

What service are you giving feedback about?

What is your feedback? *Attach a separate sheet if necessary*

What would you like to see happen?

If you are making a complaint on behalf of someone else please give their details here



If your complaint relates to an agency outside of the Council, are you happy for us to share your details with them?

Yes No

How you can help us treat everyone fairly (optional).

By answering the following questions you will help us make sure that we give a fair service to all of our customers.

Are you?

Male Female Prefer not to say

Do you have any of the following conditions?

A physical disability A sensory disability
A mental health condition Learning difficulties
Any other long term condition None of these
Prefer not to say

What is your ethnic group?

White/White British Asian/Asian British
Black/Black British Mixed
Other Prefer not to say

What is your age?

18-29 30-44 45-59
60-74 75+ Prefer not to say

Signature:

Date:

Please now place this form in an envelope and post it to the FREEPOST address below. You do not need to attach a stamp.

**Consulting Bedford, Freepost ANG5840
Bedford MK40 1ZD**