



BEDFORD
BOROUGH COUNCIL

Comment Compliment Complaint

Children's Social Care



www.bedford.gov.uk/beheard

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.

Barnardo's provide free and confidential advocacy support specifically for children and young people. You can contact them on:


 **0800 917 7947**

(calls are free from a landline but mobile charges will apply)

 **07584 206 572**

 **barnardosyoungpeople@barnardos.org.uk**

POHWER can also provide advocacy support for people in Bedfordshire for free, you can contact them on:

 **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 Process

There are 3 stages to our complaints procedure and we will aim to acknowledge receipt of your complaint within 2 working days.

Stage 1- Local resolution

The Manager of the service complained about will provide a written response within 10 working days or up to 20 working days if complex. If you are unhappy with the response at Stage 1 you can request Stage 2.

Stage 2 – Investigation

An investigator will be appointed and will aim to provide a report within 25 working days but it can take up to 65 working days if the case is complex. You will then receive a response from a more senior manager based on the findings in this report. If you are unhappy with the response you can request Stage 3.

Stage 3 – Independent review

An independent review panel will look at how your complaint has been handled. You will be invited to attend. Following the panel's findings the Director will provide you with a written response within 15 working days.

Meeting with the service


You may prefer to meet with a manager from the service to resolve your complaint. Customer Relations can support a meeting or provide a mediation service upon your request.

Local Government Ombudsman

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**

 **www.lgo.org.uk**

How to contact us and give feedback

- Complete the 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**

Complaints that involve other organisations

Where a complaint involves another organisation we will work closely with the other organisation to try and ensure you receive a single coordinated response. We will require your permission before sharing information with another organisation.

Complaints about schools

Parents who have a complaint about a school should contact the school concerned for details of their complaints procedures. Generally most complaints can be resolved informally with the child's class teacher, form tutor or Head of Year. If not, parents should write to the Headteacher and if the matter is still not resolved write to the Chair of Governors at the school address.

Court Issues

The complaints procedure is not an appeals procedure. Appeals against court orders will need to be addressed to the court. Complaints relating to legal/court proceedings must be made within those proceedings and cannot be dealt with under the complaints procedure. It is unlikely that, complaints relating to matters which will be discussed in court can be investigated whilst court proceedings are ongoing.

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.

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 Informacije

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01234 228597



be.heard@bedford.gov.uk



Customer Relations Team

Bedford Borough Council
Borough Hall, Cauldwell Street
Bedford MK42 9AP



www.bedford.gov.uk/beheard

Customer Feedback Form

Comment, Compliment or Complaint

Title: Last Name:

First Names:

Address:

Phone number:

Email address:

What service are you giving feedback about?

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

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What would you like to see happen?

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

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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?

Under 18 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 address below.

**Customer Relations Team, Bedford Borough Council,
Borough Hall, Cauldwell Street, Bedford MK42 9AP**