



BEDFORD
BOROUGH COUNCIL

Comment Compliment Complaint

Adult 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.

Voiceability provides advocacy support for people in Bedfordshire for free, you can contact them by telephone:

 **0300 303 1660**  **helpline@voiceability.org**

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 Adult 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.

Local Government & Social Care Ombudsman

If you have been through all stages of our complaints procedure and are still unhappy, you can ask the Local Government and Social Care Ombudsman to review your complaint.

The Ombudsman investigates complaints in a fair and independent way - it does not take sides. It is a free service.

The Ombudsman expects you to have given us chance to deal with your complaint, before you contact them. If you have not heard from us within a reasonable time, it may decide to look into your complaint anyway. This is usually up to 12 weeks but can be longer for social care complaints that follow a statutory process.

About the Ombudsman

The Local Government and Social Care Ombudsman is the final stage for complaints about councils and some other organisations providing local public services. It also investigates complaints about all adult social care providers (including care homes and home care agencies) for people who self-fund their care.

Contact

 www.lgo.org.uk

 0300 061 0614

 Text 'call back' to 0762 481 1595

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 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

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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

**Ask for leaflet
HRC010_15**

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. We will need their consent in order to proceed.

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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

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**

GDPR and the Data Protection Act 2018

Under new Data Protection regulations (GDPR) Bedford Borough council needs to inform you of the reasons why we are capturing your data and what we will do with your data. Any personal data collected and/or processed under this policy/procedure will be dealt with in accordance with Data Protection Legislation and the Council's Data Protection Policy. Data is held securely and accessed by, and disclosed to, only individuals where relevant to this policy/procedure. To find out more information on this follow the link below.

To view the council's current Privacy Notices including one for Customer Feedback at www.bedford.gov.uk/gdprprivacy