

Adult Social Care

How to make a Complaint or give a Compliment

Complaints

We aim to provide the best possible care and support to the people in Bracknell Forest at all times when it is needed.

Although it may not always be possible to provide everything you want, by knowing about your complaint we can work together to try and put things right.

How to make a complaint - who you can talk to

Firstly, ask to speak to the manager of the team or unit that provides the service. If that does not help, or if you would prefer, you can telephone, e-mail or write to:

The Complaints Manager, Adult Social Care

Bracknell Forest Council

Time Square

Market Street

Bracknell

Berkshire RG12 1JD

Telephone: 01344 351736

Email: asc.complaints@bracknell-forest.gov.uk

Compliments, comments and suggestions

We appreciate it when you tell us you have been pleased with our involvement or can suggest ways to make our services better. You can do this in the same way as making a complaint.

Frequently asked questions

Will it affect my services if I complain?

No, we see complaints as a way of helping us to improve our services. When we know that something has gone wrong we can learn from it and if necessary we will make changes to our procedures or training.

Can someone complain on my behalf?

Yes, friends or relatives often help with complaints but we do try to check that the person concerned has agreed to a complaint being made on their behalf (on some occasions we may require proof).

For some people an advocate or translator is helpful and the Complaints Manager can assist in finding a suitable person.

How long will it take to deal with my complaint?

If your complaint is straightforward we will try to resolve it immediately. Some complaints may need an in depth investigation and this will take more time. The Complaints Manager will guide you through the process and keep you informed about what is being done and how long it may take.

What if my complaint is about both health and social services?

Both organisations are committed to working together to achieve effective resolutions. With your agreement, we will discuss the best way to provide you with a joint response.

Continued over

How can I complain about a registered care home or independent provider?

First of all, ask the provider of the service for a copy of their own complaints procedure and use this. If you have tried and issues remain, then please contact us and we will see if we can help.

The Care Quality Commission regulates and inspects these services. More information can be found on their website www.cqc.org.uk, or alternatively you can contact them direct on 03000 61 61 61.

What if I am not happy with the outcome of my complaint?

For social services matters you can take your concerns to:

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Advice team is available from 8.30am - 5pm Monday to Friday

Telephone: 0300 061 0614

Website: www.lgo.org.uk

Copies of this booklet may be obtained in large print, Braille, on audio cassette or in other languages. To obtain a copy in an alternative format please telephone 01344 352000.