



● Comments, compliments and complaints



How to tell us:



What we do well.



What we could do better.



We want to learn from your comments, compliments and complaints so that we can give a better service.



Please tell the people who gave you the service what you think.



You can ask a friend or family member to help you.

The contact details are:

Address: The Complaints Officer
Adult Social Care Commissioning
BCP Council
Civic Centre
Poole
Dorset
BH15 2RU



Telephone: 01202 261159



e-mail: comments.adultsocialcare@bcpcouncil.gov.uk



We can send you a stamped envelope if you telephone us and ask for one. Our telephone number is: 01202 261159



Visit www.poole.gov.uk/tellusaboutit to find out how you can get involved with the work of Adult Social Care to help make services better.



What we will do:

If you tell us something that is good with a service we will tell the team or people what you said.



If you have made a comment or told us something we could do better, we will use this to improve services in the future.

If you make a complaint:



- We will listen and tell you we have received your complaint within 3 working days.



- We will talk to you and find out what you want to happen next.



- We will make a plan with you of how we will deal with your complaint.



- We will tell you how long it will take and keep talking to you during the time it takes to deal with your complaint.



If you are unhappy with what we decide:
You can send your complaint to The Local Government and Social Care Ombudsman who is independent of the Council:

Address: The Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH



Website: <http://www.lgo.org.uk/contactus>



Complaints about services from independent providers:

If you are receiving services from an agency or care home you should complain to the manager of that service.



Please send us a copy of your complaint and what they have decided so that we can monitor our providers.



If this does not sort the problem out, you can talk to the Complaints Manager about how to take your complaint further.



Organisations that provide care are checked by the Care Quality Commission (CQC). They are interested in complaints that mean organisations are not meeting the regulated standards.

Address: Care Quality Commission

CQC National Customer Service Centre

City Gate

Gallow Gate

Newcastle upon Tyne

NE1 4PA



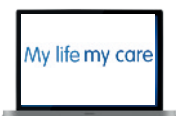
Telephone: 03000 616161



Website: www.cqc.org.uk/content/contact-us



For more information about services please go to:



www.mylifemycare.com



You can find easy read factsheets at:



Civic Centre reception



The Community Learning Disability Team



You can download factsheets from:

www.poole.gov.uk/adultsocialcarefactsheets



Or email: sshelpdesk@bcpcouncil.gov.uk



If you need help to read information ask for help from:



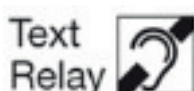
Adult Social Care Help Desk: 01202 633902



The Community Learning Disability Team: 01202 605830



People First Forum: 01202 746040



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