



## Comments, compliments and complaints

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### How can you get in touch?

We are committed to learning from your comments, compliments and complaints as this helps us improve our services.

If you would like to provide feedback then please tell the people who provide you with the service directly. You could ask a friend or relative to speak on your behalf if you wish. Alternatively, if you prefer, you can contact:

- Address: The Complaints Officer, Adult Social Care Commissioning, BCP Council, Civic Centre, Poole, Dorset BH15 2RU
- Tel: 01202 123858 or 01202 123970
- e-mail: [comments.adultsocialcare@bcpcouncil.gov.uk](mailto:comments.adultsocialcare@bcpcouncil.gov.uk)

If you would like us to send you a pre-paid envelope to enable you to write to us without using a stamp, please telephone the number above.

Visit [www.poole.gov.uk/tellusaboutit](http://www.poole.gov.uk/tellusaboutit) for details of how you can actively get involved and work with Adult Social Care to improve services.

### What we will do

If you tell us you have received particularly good service we will pass this on to the relevant staff or team. If you have made a comment or suggestion, we will use this to improve services in the future.

If you make a complaint:

- We will listen and acknowledge your complaint within 3 working days.
- We will discuss what you would like to happen and agree a plan of how we will deal with your complaint.
- We will tell you how long we expect to take to respond and keep you informed of how your complaint is progressing.

## **If you are unhappy with the outcome**

If, following our final response, we are unable to resolve your complaint, you can refer it to The Local Government and Social Care Ombudsman who is entirely independent of the council:

- Address: Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH
- Website: [www.lgo.org.uk/contactus](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 initially complain to the manager of that service. It is helpful if you send us a copy of your complaint and the response to help us monitor our providers. If this does not sort the problem out, you can seek advice from the Complaints Manager on how best to take your complaint further.

All Care agencies and care homes are regulated by the Care Quality Commission (CQC). CQC is interested in concerns or complaints that might be a breach of the regulated standards that agencies and homes have to meet:

- Address: Care Quality Commission, CQC National Customer Service Centre, City Gate, Gallow Gate, Newcastle upon Tyne NE1 4PA
- Tel: 03000 616161
- Website: [www.cqc.org.uk/content/contact-us](http://www.cqc.org.uk/content/contact-us)

For more information about services please go to [www.mylifemycare.com](http://www.mylifemycare.com).

**To download a copy of this factsheet:**  
[www.poole.gov.uk/adultsocialcarefactsheets](http://www.poole.gov.uk/adultsocialcarefactsheets)



We can give you help to read or understand this information:

**Adult Social Care Contact Centre**

Tel. 01202 123654

Email [asc.contactcentre@bcpcouncil.gov.uk](mailto:asc.contactcentre@bcpcouncil.gov.uk)

For those who are deaf, have hearing loss or who are speech impaired:



Text Phone 07747 757570