

Making a compliment or complaint

Helping us to improve your
adult social care service

Making a compliment or complaint

How can I give feedback or compliment a worker or service?

We want to hear your views as this helps us to improve our services. If you are pleased with a member of staff or a service you have received, please let us know by contacting the compliments and complaints team.


How can I make a complaint?

If you are not happy about the service we provide, tell the member of staff who is working with you - if you feel that you are able to. Most problems can be sorted out this way. If you don't feel that they can help, or if you are not happy with the answers they give you, you can get in touch with their manager or contact the Complaints Team.

You will not be disadvantaged in any way by making a complaint or raising a concern.

How do I contact the Complaints Team?

You can contact the Complaints Team by telephone or email. Please give your full contact details in case someone from the team needs to contact you.

 **Call:** 01296 387844

 **Email:** complimentsandcomplaints@buckinghamshire.gov.uk

It may be that we can sort the problem out quickly without needing to do anything else. If that isn't possible, the Complaints Team will identify the best way to resolve your complaint. It may be a formal response which we send out in 28 days or a phone call with a manager to discuss your concerns further.

Can I complain on behalf of someone else?

You can complain on behalf of someone else if they have asked you to, we will usually ask for their consent. You can also complain on behalf of the service user if they are unable to make the complaint themselves.

Can anyone else help me make a complaint?

Yes, you can ask someone else to explain the problem on your behalf. That person is what we call an advocate and could be a friend or relative.


There are also a number of organisations who can help you discuss your complaint. If you would like information about advocacy services, please see **Fact Sheet: 'What is advocacy?'**.


What happens if I have received a response to my complaint and I am still dissatisfied?

You can contact Buckinghamshire Council to discuss your concerns further, or you can contact the Local Government and Social Care Ombudsman.

This service is free and totally independent of Buckinghamshire Council. Contact details are shown below.

 **Go online:** www.lgo.org.uk

 **Call:** 0300 061 0614

 **Text:** Send 'call back' to 0762 481 1595


Use this space to write down things you need to remember to tell us

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How to contact us


Adult Care Services

To get more information about adult social care services you can:


-  **Go online:** [buckinghamshire.gov.uk](https://www.buckinghamshire.gov.uk) and click on 'Care for Adults'
-  **Call:** 01296 383204

Are you worried about somebody?


If you or someone you know is at risk of abuse or neglect:

-  **Call:** 0800 137915 (24 hours a day)

If you would like to give us feedback

-  **Go online:** Please complete the online form at [buckinghamshire.gov.uk](https://www.buckinghamshire.gov.uk)

If you prefer you can:

-  **Call:** 01296 387844
-  **Email:** complimentsandcomplaints@buckinghamshire.gov.uk