

Freeport RSJS-CHYX-JUBY  
Customer Relations  
Central Bedfordshire Council  
Priory House  
Monks Walk  
Chicksands  
SHEFFORD  
SG17 5TQ



## Complaints about care provided by others

If the council has arranged care/support from a company you can complain to the company directly or you can tell us. If you tell us we will make sure the complaint is investigated.

## Other action you can take

If you are not happy with how your complaint is handled you can contact the Local Government Ombudsman. You can do this at any time. The Ombudsman usually expects the council to have had the opportunity to look into your complaint first.

**Write to Local Government Ombudsman,**  
PO Box 4771, Coventry, CV4 0EH

**Telephone** 0300 061 0614

**Online** at [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)

## How to contact us and give feedback



Speak to or write to the manager of the service



Complete the freepost form attached to this leaflet, or write to us at the address on this leaflet



Telephone Customer Relations on 0300 300 6077 or 0300 300 4995



[customer.relations@centralbedfordshire.gov.uk](mailto:customer.relations@centralbedfordshire.gov.uk)

## Data Protection Act 1998

Please note that the personal details supplied on this form will be held on a file and/or computerised by Central Bedfordshire Council for the purposes of assessing your compliments, comments and complaints. Your personal details may be shared internally within the Council for this purpose, but will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.

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# Central Bedfordshire in contact



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# Comment, compliment, complaint - Children's Services

## Find out more

For more information about this publication, further copies or a large print copy, get in touch.

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Find us online  [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

Central Bedfordshire Council welcomes feedback from our customers. We aim to use the feedback you provide to improve our services.

Comment

You may wish to share a suggestion or idea on how we could 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 has not done what they said they would. You will not be treated any differently or lose out on a service because you wish to complain.

Independent advice and advocacy

You can seek independent advice from the Citizen’s Advice Bureau, your local Councillor or MP.

For a child or young person who wants to complain about social care, Customer Relations can organise an advocate. An advocate is someone who does not work for the council who can help a young person to make a complaint and make sure their views are heard.

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 for Children’s Services

You can make a complaint in writing, in person, by email or by telephone.

There are 3 stages to the complaints procedure. Most complaints are resolved at the first stage. We will acknowledge receipt of your complaint within 2 working days.

We have timescales for answering complaints but sometimes things take longer. We will tell you if we need more time.

Stage 1 – Local Resolution

The Manager of the service complained about will provide a written response within 10 working days or up to 20 if complex. If you are unhappy with the response at Stage 1 you can request Stage 2.

Stage 2 – Investigation

An investigator will be appointed and will aim to provide a report within 25 working days but it can take up to 65 days if the case is complex. A senior manager will provide a response to you based on the findings in the report

Stage 3 – Review Panel

If you are unhappy with the stage 2 response a review panel can look at how your complaint has been handled. You will be invited to attend. Following the panel’s findings the Director will provide you with a written response within 15 working days.

Customer feedback form - comment, compliment or complaint

Title: Last Name:

First Names:

Address:

Phone number:

Email address:

What service are you giving feedback about?

What is your feedback?

Attach a separate sheet if necessary:

What would you like to see happen?

If your complaint relates to a partner of the Council, are you happy for us to share your details with them?

Yes No

How you can help us treat everyone fairly (optional). By answering the following questions you will help us make sure that we give a fair service to all of our customers.

Are you?

Male Female

Do you have a long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time)

Yes No

If so, please tell us which of these apply

Physical Learning Sensory Multiple

To which ethnic group do you consider that you belong?

White Black or Black British Asian or Asian British Mixed Chinese Other ethnic group (please specify)

To which age group do you belong?

under 18 18-29 30-44 45-59 60-74 75+

Signature Date