

The Local Government Ombudsman

The Local Government Ombudsman carries out independent and impartial investigations into complaints caused by maladministration. You can approach the Ombudsman at any stage. However, in most cases, he or she would only consider investigating complaints if they have already been through the Complaints Procedure described in this leaflet.

If you remain dissatisfied with the outcome of your complaint, or think that the complaint hasn't been dealt with properly, you can contact:

The Local Government Ombudsman, Beverly House, 17 Shipton Road, York, YO30 5FZ

Telephone: 01904 380200. Fax: 01904 380269

E-mail: enquiries.york@lgo.org.uk.

Other useful information

- If your complaint is about any other services provided by Bradford Council, contact Customer Relations Team, Department 23, Department of Customer Services, Freepost BD75, Bradford, BD1 1BR. Telephone: 01274 431000
- If you have any difficulty completing this form, staff at any Council office will be happy to help you
- You can contact your local Councillor. For details of your Councillor please telephone 01274 432282.

Organisations that may be able to offer you help and support are:

- Citizens' Advice Bureau – telephone 0845 1202909 (Bradford) and 0870 1264786 (Keighley)
- BDirect – telephone 01274 431000
- Bradford Gingerbread Centre – 01274 720564
For lone parents and their children
- NSPCC – 0808 800 5000.

If you need this leaflet to be translated into one of the community languages or you require it **on tape, in Braille** or in **large print**, please contact us – telephone 01274 432987.

City of Bradford Metropolitan District Council

www.bradford.gov.uk

Complaints, comments and compliments

What do you think of our services?



Complaints Manager
Supporting People
FREEPOST BD2400
Olicana House
35 Chapel Street
Bradford
BD1 5BR

At Bradford Supporting People we welcome your comments, complaints and compliments. These are very important as your feedback helps us to improve the quality of our services.

Please use this leaflet if:

- You want to suggest ways to improve our services
- You want to make a complaint
- You feel you have received a good service from us.

Complaints

If you receive housing support services funded by Supporting People (or you are a relative, guardian or representative of someone who does) and you are not satisfied with the service, first you need to talk to a member of staff involved in providing the service. They will try to sort out your complaint. Most complaints are resolved quickly at this stage.

If you're still not satisfied or the problem re-occurs – you can contact Bradford Supporting People or the manager of the

service to register your complaint. Use the form at the back of this leaflet, otherwise you can contact us at:

Supporting People Department
 FREEPOST BD2400
 Olicana House
 6th Floor
 35 Chapel Street
 Bradford BD1 1BR
 Telephone: 01274 434500
 e-mail: supportingpeople@bradford.gov.uk
 www.bradford.gov.uk/housing/supportingpeople

Supporting People Complaints Procedure

Stage 1

We will look into the issues you have raised and send you an acknowledgement letter within 2 days of receiving your initial complaint or comment. If the problem is something that should be dealt with by your service providers complaints procedure we will contact you and discuss this.

Stage 2

We will investigate the issue and with your permission contact your service provider for more information. If you wish to have any assistance through an advocate or someone to speak on your behalf we can help arrange this. We will respond to your complaint within 20 days.

Stage 3

If you are not satisfied with the outcome of stage 2 then within 28 days you can request that we arrange for an independent review panel to look into the issue and our response to your complaint. You can also contact the Housing Ombudsman or Local Government Ombudsman. Further details are available from the Supporting People Team.

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This is a: complaint comment compliment (please tick)

Your name:

Your address:

Postcode:

Telephone:

E-mail:

Name of Service or Team you want to tell us about:

What do you want to tell us?

(please continue on a separate sheet if necessary)

If this is a complaint, what could the Service or Team do to put things right?

(please continue on a separate sheet if necessary)

Extra information about you:

This information is optional but it will help us to provide better services for everyone.

Ethnic Origin:

White:

- English Scottish
- Welsh Irish
- Any other white

Mixed:

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed

Asian/ Asian British:

- Indian Pakistani
- Bangladeshi Kashmiri
- Any other Asian

Black/ Black British:

- Caribbean African
- Any other Black

Other Ethnic Groups:

- Chinese
- Any other ethnic group

Gender: Male Female

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