

A guide to making compliments, comments or complaints about Bradford Council's Adult Care Services

We aim to offer high quality services and to be as helpful as possible. We welcome praise for staff or services as this helps spread good practice. If you are unhappy with the care or service provided, please contact us so we can help to put things right.

An online form to register compliments, comments or complaints can be found at: <https://www.bradford.gov.uk/compliments-and-complaints/make-a-complaint/make-a-compliment-or-complaint-about-adult-social-care/>

Who else can help?

If you need help in person to make a complaint you can do so at one of our Customer Service Centres in Bradford (<https://www.bradford.gov.uk/your-council/council-buildings/britannia-house/>) or Keighley (<https://www.bradford.gov.uk/your-council/council-buildings/keighley-town-hall/>)

If you are blind, visually impaired, deaf or have hearing loss and need help to make a complaint please contact our Sensory Needs Service on 01274 435001 or visit them at Sensory Needs Service, Morley Street Resource Centre, 124 Morley Street, Bradford, BD7 1BB.

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Complaints

If you need us to make changes to the way we communicate with you or make adjustments to enable you to access our service, please let us know.

If you would like help and support from someone who is not part of the Council you may contact:

Bradford Voiceability, visit: <https://www.voiceability.org/support-and-help/services-by-location/bradford>

Calls from Type talk Users and those requiring a Language Interpreter (via Language Line) are also welcomed. Sign Video and BSL Video Interpreting Services are also available.

If you or someone you know is at risk of abuse or neglect: report online at <https://www.bradford.gov.uk/adult-social-care/adult-abuse/report-adult-abuse>

Bradford Council's complaints procedure DOES NOT cover:

- Matters where the grounds for complaint arose more than 12 months ago, unless you are able to demonstrate a good reason why you could not have made your complaint within 12 months.
- Matters for which there is a formal right of appeal through an independent review process.
- When the complainant has stated, in writing, to the Council that they are taking, or intending to take, legal proceedings.
- Complaints about Council policies that affect all or most people using the Council's services. You can discuss these with your local Councillor if you wish.
- Complaints about Councillors.

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- Complaints about matters over which Bradford Council has no control, e.g. services provided by other agencies
- Complaints made by applicants for jobs within the Council.
- Staff Disciplinary and Staff Grievance matters.

How will my complaint be dealt with?

First, it's usually best to talk to the worker you have contact with who will try to resolve your concerns informally. If you wish, you may also ask to speak to their Manager.

Alternatively, please raise your concern or enquiry with the Independence Advice Hub by phoning 01274 435400 or using this Independence Advice Hub online form, visit:

https://onlineforms.bradford.gov.uk/ufs/contact_us_social_services.eb

If you wish to make a formal complaint, please make sure that you provide clear information regarding what your complaint is about and your desired outcome(s).

Consent: If you are complaining on behalf of someone else, you will need to include written consent from them. If you cannot obtain consent, we will still look at the situation to make sure the person is safe and well, but it will not go through the formal complaints procedure.

Joint complaints: If your complaint involves services arranged or provided by the NHS, we will need your consent to share your concerns with them.

Provider complaints: If your complaint is about a care provider, you should, in the first instance, raise your complaint direct to them as they have their own complaints procedure. Should you remain dissatisfied, you may wish to

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submit your complaint either to the Council for a review or to the Local Government and Social Care Ombudsman.

The Council's Adult Care Services Complaints Process:

Your complaint will be acknowledged within 3 working days.

We will assess your complaint and ask a manager within the service responsible to investigate and respond to you within 20 working days. This is a stage one complaint.

Should you remain dissatisfied you may then escalate your complaint to the Local Government and Social Care Ombudsman (LGSCO), whose contact details are as follows:

Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH. Telephone: 0300 061 0614; website: www.lgo.org.uk

You may also speak with your local Councillor. To find out their contact details, visit <https://bradford.moderngov.co.uk/mgMemberIndex>

If you have a complaint or concern about the way Bradford Council has handled or processed your personal data, you can contact our Data Protection Officer at dpo@bradford.gov.uk or write to: Data Protection Officer, City Hall, Centenary Square, Bradford, BD1 1HY.

The UK GDPR also gives you the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted on 03031 231113.

Independent information and advice:

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The Care Quality Commission:

Telephone: 0300 061 6161

Web: www.cqc.org.uk E-mail: enquiries@cqc.org.uk

Post: CQC National Customer Service Centre, Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA

Key Links

<https://www.bradford.gov.uk/compliments-and-complaints/make-a-complaint/make-a-compliment-or-complaint-about-adult-social-care/>



<https://www.bradford.gov.uk/your-council/council-buildings/britannia-house/>



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<https://www.voiceability.org/support-and-help/services-by-location/bradford>



<https://www.bradford.gov.uk/adult-social-care/adult-abuse/report-adult-abuse>



www.cqc.org.uk



https://onlineforms.bradford.gov.uk/ufs/contact_us_social_services.eb



www.lgo.org.uk



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