

Providing feedback about our services

Reviewed Sept 2018

Next review Sept 2019

South Gloucestershire Council is committed to providing high quality services and we welcome your feedback about your experience of our services - both good and bad. By listening carefully to your feedback we are able to learn from your experience and shape and improve services for the future. You could make a difference, so we appreciate you speaking up and taking the time to contact us.

There are a number of ways you can contact us:

- talk to the person providing the service
- call in to one of our One Stop Shops at Kingswood, Yate or Patchway
- telephone the Complaints & FOI Team on 01454 865924
- email CAHFeedback@southglos.gov.uk
- use the [online feedback form](#)
- use the form in this leaflet and send it to:

Freepost RTXL-YHGY-GSYS
South Gloucestershire Council
CA&H department - Customer feedback
Council Offices
Badminton Road
Yate
BRISTOL
BS37 5AF

If we arrange the service but it is supplied by a different provider (for example, home care, residential care or day care) you should contact the provider directly in the first instance. We work closely with our providers and share the feedback they receive.

This is the sort of feedback you may want to give US

In the first instance it's best to talk to or contact the person or organisation providing the service, but the form provided may help you if you want to contact the council.

Compliments

If you feel we have provided an exceptional service or a member of staff has gone the extra mile, please let us know. We learn from what you tell us and use the information when we plan other services. We share compliments with the staff concerned and their managers as it's important to

let them know where they have shone.

Comments

If you have a suggestion about how we could improve our services to you or other people, please let us know. We will write and thank you for your comment and let you know what we have done with it.

Concerns or complaints

A concern is a difficulty or problem that is current and can be resolved quickly. If you are unhappy with a service that is provided to you or to someone you care for we need to know straight away so we can put things right. The sooner we know, the quicker we can stop a concern escalating.

Complaints are things that you aren't happy with which have gone beyond a quick solution.

Help to make a complaint

A friend or relative can help you make a complaint. An independent Advocate may be arranged for adults wishing to complain about social care services. This service is free and confidential. Their contact details are:

Swan Advocacy

Hi Point

Thomas Street

Taunton

TA2 6HB

Telephone: 03333 447928

Website: <http://swanadvocacy.org.uk>

Email: southglos@swanadvocacy.org.uk

Children and young people involved with social services have access to a specialist advocacy service provided by [Reconstruct](#).

Next steps

We will acknowledge the feedback you provide; to let you know that we have received it and what will happen with it. If we have any questions about your feedback we may come back to you to clarify this.

If you wish to raise a concern or complaint we recommend that you contact us within 12 months of the problem occurring. This is because memories fade and information may no longer be available and it may be difficult to investigate.

Once we have received your concern or complaint we will let you know what will happen next, who will look into any the matter and when you should receive a response. There are different ways of looking into complaints, not just through the complaints process so we'll also let you know how your concerns will be handled.

www.southglos.gov.uk

If you are not happy with the response you have received then please contact us again so that we can talk through other options. If you remain dissatisfied with the way your complaint has been handled you can contact the Local Government Ombudsman (see below for more information). You can approach them at any time but they may wish for us to look at your complaint first.

We keep a record of all compliments, comments, concerns and complaints. Our annual report provides a review of the feedback we have received and what we have done about it. This is published on the council's website.

Other organisations which may help

You can contact the Local Government Ombudsman (LGO) about your complaint. They will usually ask the council to look into the matter first. Their contact details are:

Local Government & Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 0614

Text 'call back' to 07624804299

Website: <http://www.lgo.org.uk>

The Care Quality Commission (CQC) is the regulator responsible for inspecting and regulating hospitals, care homes, dental and GP surgeries and all other care services in England. Their contact details are:

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Website: <http://www.cqc.org.uk/>

The Office for Standards in Education, Children's Services and Skills (Ofsted) is responsible for inspecting and regulating services which care for children and young people and those providing education and skills for learners of all ages. Their contact details are:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

General helpline: 0300 123 4234

Email: enquiries@ofsted.gov.uk

Website: <http://www.ofsted.gov.uk>

Feedback form

Are you making a:

- Concern/Complaint
- Compliment
- Suggestion

Your details:

Title

- Mr Mrs Miss Ms Mx

First name	
Surname	
Address	
Postcode	
Tel/mobile no	
Email address	

If you are contacting us on behalf of another person, please also fill in the section below with your details

Your details:

Title

- Mr Mrs Miss Ms Mx

First name	
Surname	
Address	
Postcode	
Tel/mobile no	
Email address	

Details of your concern/complaint, compliment or suggestion:

If you are making a complaint how would you like to see it resolved?

Signature:

Date:

South Gloucestershire Council is committed to treating everyone fairly, to challenging inequalities and to promoting equality of opportunity for all. We aim to ensure that no service users will receive less favourable treatment on the grounds of physical or mental disability or mental ill health, race, colour, creed, nationality, ethnic or national origin, sex, marital, civil partnership or parental status, pregnancy or maternity, gender reassignment, sexual orientation, age, religion or belief. To help us ensure that we are achieving this, we would be grateful if you could complete the following section.

Sex

Are you:

- Female
- Male
- Prefer not to say

Disability

Do you consider yourself to be disabled?

- No
- Prefer not to say

Yes

If yes:

- Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- Yes - Sensory impairment, such as being blind / having a serious visual impairment or being deaf / have a serious hearing impairment
- Yes - Mental health condition, such as depression, anxiety or schizophrenia
- Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder)
- Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Yes - Other (please state)

If yes, please tell us how this affects the way that you access or use council services.

Race

Please tick the ethnic group you belong to:

- Arab
- Asian/Asian British – Bangladeshi
- Asian/Asian British – Indian
- Asian/Asian British – Pakistani
- Asian/Asian British – Chinese
- Asian/Asian British – Other (please state)
- Black/African/Caribbean/Black British – African
- Black/African/Caribbean/Black British – Caribbean
- Black/African/Caribbean/Black British – Other (please state)
- Gypsy or Traveller of Irish Heritage
- Mixed/Multiple Ethnic Groups – White & Asian
- Mixed/Multiple Ethnic Groups – White & Black African
- Mixed/Multiple Ethnic Groups – White & Black Caribbean
- Mixed/Multiple Ethnic Groups – Other (please state)
- White – English/Welsh/Scottish/Northern Irish/British
- White – Irish
- White – Other (please state)
- Other ethnic group (please state)
- Prefer not to say

Age

Please tick the age group you belong to:

- 18 and under
- 19 - 24
- 25 - 44

- 45 - 64
- 65 - 74
- 75 - 84 9
- 85+
- Prefer not to say

Sexual Orientation

- Bisexual
- Gay man
- Gay woman / lesbian
- Heterosexual
- Other
- Prefer not to say

Gender reassignment

Do you identify as a transgender person?

- Yes
- No
- Prefer not to say

Religion / belief

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion (please state)
- No religion
- Prefer not to say

No stamp required. Please return your completed form to:

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South Gloucestershire Council
CA&H department - Customer feedback
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BRISTOL
BS37 5AF

Confidentiality

Any personal information that you give us is confidential and will be held by South Gloucestershire Council in accordance with the Data Protection Act.

Your information will not be passed to any other organisation without your consent. We will ask for your consent to share information where your comments relate to services outside the council.