

Talk to any member of staff in the department.

If you feel that your complaint has not been dealt with sufficiently after 28 days you can also contact:

Paul Law or Anne Bustin

at:

44, Harpur Street
Bedford
MK40 2QT
Telephone: (01234) 342626

If you are still unsatisfied contact:

CTPLD
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

Care Quality Commission at CQC Eastern, Citygate,
Gallowgate, Newcastle Upon Tyne, NE1 4PA

Bedfordshire Advocacy Alliance
Mill Street
Bedford
MK40 3EU



COMPLAINTS

How to Complain?

What to do if you need to complain.



WHY SHOULD YOU COMPLAIN?

Things may happen which you are unhappy about, here are some examples:



If someone or something has upset you.



If someone steals from you or you feel you are not being listened to.



If someone has frightened you, or touched you when you do not want to be touched.



If you feel threatened, or are being teased.



If you feel bullied or mistreated in any way.

WHAT ARE YOUR RIGHTS?

To be listened to, to be believed and for something to be done when you complain. To have answers of how we will make things better for you within 28 days. To know you will not be in trouble because you have complained. The right to be taken seriously when you complain. To be supported at all times after you have complained.

HOW TO COMPLAIN?

Your complaint can be formal or informal.



To be able to talk to someone, you must tell them exactly what happened.



You can be helped to fill in a complaint form.

To be able to have independent support if you want it.



WHO CAN YOU COMPLAIN TO?

Keyworkers, Carers, Family, Advocate, Friends, Social Workers Advocacy Alliance or Inspectors from the Care Quality Commission.