We welcome your feedback

We are keen to know what you think about our adult care and support services.

- Comments
- Compliments
- Complaints

Cambridgeshire County Council is committed to providing high quality care and support

0345 045 5202 (Customer Services)
customercare@cambridgeshire.gov.uk
www.cambridgeshire.gov.uk/careandsupport

Ref: CS.Feedback.FS-July-16

www.cambridgeshire.gov.uk/careandsupport
Cambridgeshire County Council
Adult care and support services

Please let us know if:
✓ you feel staff have done something particularly well
✓ there is something you particularly like about our services
✓ you have a suggestion about how we could improve how we do things
✓ you have a view about one of our policies or how we allocate resources
✓ you are unhappy with the services you have received

If you receive care in your own home and wish to make a complaint or comment about your care, you should contact your care provider. See page 3 for more detail.

What if you need help?
If you have difficulty in giving us your feedback you can ask someone to help you. In these circumstances we will check with you that you are happy with the feedback that has been made.

There are groups, organisations or advocates that can help you to make a comment. Ask the Customer Care Manager for details. If you have help to make your comments it will not affect how we deal with them.

Other ways you can share your experience
If the service is registered and regulated by Care Quality Commission (CQC). You can also share your experiences with them.

www.cqc.org.uk/share-your-experience-finder

What should you do?
If you have something to tell us you can do this by:
• completing the online form at www.cambridgeshire.gov.uk/customercare
• 0345 045 5202 (customer services)
• customercare@cambridgeshire.gov.uk
• completing and returning the form on page 4
• contacting your County Councillor or speaking to any member of staff

What if we can’t resolve your complaint?
If you remain unhappy you can contact the Local Government Ombudsman and ask them to look at your complaint independently.

Complete the online form www.lgo.org.uk/contactus
• 0300 061 0614
• Local Government Ombudsman PO Box 4771, Coventry, CV4 0EH
What happens when you make a comment, representation or give a compliment?

Compliments are forwarded to the appropriate team or individual if it relates to a specific County Council employee. Suggestions are forwarded to the appropriate team. Representations about a policy or resource are passed to senior managers and Councillors as appropriate.

What happens when you make a complaint?

If you make a complaint it will be managed by the Customer Care Team. If your complaint can be resolved quickly and informally the Customer Care Team will try to do this. If this cannot be done, your complaint will be investigated and you will receive a written response. We will contact you to agree a timescale for your complaint.

What will we do with the information?

The things you tell us will only be shared with those people who need to know.

Information provided by you will be recorded carefully and securely. We will seek the correct permissions before information is passed on to partner agencies, for example hospitals.

For more information ask to see ‘The social care complaints policy for adults and older people’.

www.cambridgeshire.gov.uk/complaints/procedure

Care in your own home

If you receive care in your own home and wish to make a complaint or comment about your care, you should contact your care provider as soon as possible.

The provider will have given you their contact details.

They will look into your issue and should give you a reasonable timescale in which they expect to resolve it.

My care worker did not arrive on time

If your care worker arrives more than 30 minutes before or after the time they were due to arrive and they have not contacted you to let you know, you should contact the provider.

E.g. Your appointment is at 8:30am and your care worker arrives before 8am they are early, or after 9am they are late. If they arrive between 8am and 9am they are on time.

If you care is time-critical, they must arrive as planned. Contact your care provider immediately.

My care worker leaves early

There may be times when your care worker leaves a few minutes early or stays a few minutes longer. However, if your care worker regularly leaves early, this is called a ‘short call’ and you should inform your provider. E.g. If your care appointment should last 30 minutes and your care worker often leaves after 20 minutes.

I am not happy with how my provider has responded to my issues

If the provider does not resolve your issue within the set timescale or you think that they have not answered the problem to your satisfaction, you should contact the Council.

0345 045 5202 (customer services)

customercare@cambridgeshire.gov.uk
Tell us what you think about care and support services

I wish to make a: (please tick)

☐ Comment
☐ Compliment
☐ Complaint

Your details

Name:

Address:

Postcode:

Telephone:

Email:

If you are completing this form on behalf of someone else we also need their details.

Name:

Address:

Postcode:

Telephone:

Email:

Which service do you wish to tell us about?

Please give details:

Please seal your response in a stamped addressed envelope and post to:

Customer Care Services, Box SH1216, Shire Hall, Cambridge CB3 0AP

Alternatively give this form to your Key Worker or care provider.

Save time and postage costs - do it online
www.cambridgeshire.gov.uk/customercare or call 0345 045 5202