

Your feedback counts

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Tell us what you think about our services



We would like to know what you think about our services.

By listening carefully to what you tell us we can make our services better.

You can contact us in any of these ways:



- talk to the person providing the service
- call in to a One Stop Shop. You can find them in Kingswood, Yate, or Patchway
- telephone 01454 865924
- email CAHFeedback@southglos.gov.uk or
- use the form below and send it to this address.
You don't need a stamp.

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

What is feedback?

Feedback is about telling us what you think about our services. You can tell us good or bad things or give us ideas.



Compliments

If you are pleased with the service then let us know. We will share your compliment with the member of staff and we will tell their manager too. It's important our staff know when they have done a good job.



Comments

If you have a suggestion about how we could make our services better please tell us about it. We will write and thank you for your comment and let you know what we have done.



Concerns or complaints

If you are unhappy with the support you or someone you care for is getting please let us know so we can put things right.

Help to tell us a concern or make a complaint



You can ask a friend or relative to help you tell us about a problem. An Advocate can also help you make your complaint. This is their job.



Advocates from [Swan Advocacy](#) may be able to help you if your complaint is about adult care services. Their telephone number is 03333 447928.

An Advocate from an organisation called [Reconstruct](#) can help children and young people make a complaint about social care services. Their telephone number is 0800 3891 571.

What happens when I tell you about a problem?



We will ask a Manager to talk with you about it.

They will try to sort out the problem with you.

If you don't think the Manager has fixed the problem for you then please let us know.

We will see if there is anything more the council can do to sort out the problem.

What happens if the council can't sort out the problem?



You can choose to contact the Ombudsman. The Ombudsman is separate to the council. You can contact them by:

- telephoning them on 0300 061 0614
- text 'call back' to 0762 480 4299
- or look at their website

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

Other organisations who can help



The **Care Quality Commission's** (CQC) job is to check that health, care and support services are working well. You can contact them by:

- telephoning them on 03000 616161
- emailing them: enquiries@cqc.org.uk
- or look at their website:

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



Ofsted is the **Office for Standards in Education, Children's Services and Skills**. **Ofsted's job** is to check that organisations which care for and educate children and young people are working well. You can contact them by:

- telephoning them on 00 123 4234
- emailing them: enquiries@ofsted.gov.uk
- or look at their website:

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

Your feedback counts

What do you want to tell us about?

A compliment <input type="checkbox"/>	A comment <input type="checkbox"/>	A concern or complaint <input type="checkbox"/>			
Information about you					
Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Mx <input type="checkbox"/>
Your name					
Your address					
	Postcode				
Your phone number					
Your email address					

Please tell us your feedback here

If you are making a concern or a complaint what would help to make things better?

Signature:

Date:

If you are contacting us on behalf of someone else please provide their information. We may need to contact this person to check they are happy for you to speak to us

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Mx <input type="checkbox"/>
Their name					
Their address					
	Postcode				
Their phone number					
Their email address					

We look at which groups of people make complaints. We need to make sure that everyone who needs to can make a complaint. So we check that people are treated fairly. We do this by looking at the information below that you provide us. Thank you for taking the time to complete the information below.

Sex

Are you: Female Male Prefer not to say

Disability

Do you consider yourself to be disabled?	
No	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>
Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches	<input type="checkbox"/>
Yes - Sensory impairment, such as being blind / having a serious visual impairment or being deaf / have a serious hearing impairment	<input type="checkbox"/>
Yes - Mental health condition, such as depression, anxiety or schizophrenia	<input type="checkbox"/>
Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder)	<input type="checkbox"/>
Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy	<input type="checkbox"/>
Yes - Other (please state)	<input type="checkbox"/>
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:
<input type="checkbox"/> Arab
<input type="checkbox"/> Asian/Asian British - Bangladeshi
<input type="checkbox"/> Asian/Asian British – Indian

<input type="checkbox"/> Asian/Asian British – Pakistani
<input type="checkbox"/> Asian/Asian British – Chinese
<input type="checkbox"/> Asian/Asian British – Other (please state)
<input type="checkbox"/> Black/African/Caribbean/Black British – African
<input type="checkbox"/> Black/African/Caribbean/Black British – Caribbean
<input type="checkbox"/> Black/African/Caribbean/Black British – Other (please state)
<input type="checkbox"/> Gypsy or Traveller of Irish Heritage
<input type="checkbox"/> Mixed/Multiple Ethnic Groups – White & Asian
<input type="checkbox"/> Mixed/Multiple Ethnic Groups – White & Black African
<input type="checkbox"/> Mixed/Multiple Ethnic Groups – White & Black Caribbean
<input type="checkbox"/> Mixed/Multiple Ethnic Groups – Other (please state)
<input type="checkbox"/> White – English/Welsh/Scottish/Northern Irish/British
<input type="checkbox"/> White Irish
<input type="checkbox"/> White – Other (please state)
<input type="checkbox"/> Other ethnic group (please state)
<input type="checkbox"/> Prefer not to say

Age

Please tick the age group you belong to:
<input type="checkbox"/> 18 and under
<input type="checkbox"/> 19 - 24
<input type="checkbox"/> 25 - 44
<input type="checkbox"/> 45 - 64
<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 85+
<input type="checkbox"/> Prefer not to say

Sexual Orientation

<input type="checkbox"/> Bisexual

<input type="checkbox"/> Gay man
<input type="checkbox"/> Gay woman / lesbian
<input type="checkbox"/> Heterosexual
<input type="checkbox"/> Other
<input type="checkbox"/> Prefer not to say

Gender Reassignment

Do you identify as a transgender person?

<input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Prefer not to say

Religion / Belief

<input type="checkbox"/> Buddhist
<input type="checkbox"/> Christian
<input type="checkbox"/> Hindu
<input type="checkbox"/> Jewish
<input type="checkbox"/> Muslim
<input type="checkbox"/> Sikh
<input type="checkbox"/> Any other religion (please state)
<input type="checkbox"/> No religion
<input type="checkbox"/> Prefer not to say

No stamp required. Please return your completed form to:

FREEPOST RTXL-YHGY-GSYS
 South Gloucestershire Council
 CA&H Department – Customer Feedback
 Council Offices
 Badminton Road
 Yate
 BRISTOL BS37 5AF

Confidentiality

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

Your information will not be passed to any other organisation without your consent.

We will ask for your permission to share information if your comments are about services outside the council.