

Complaints, Comments and Compliments



Tell us your thoughts on our service...



06 Care Limited would like to hear your views on the service we provide. You can contact us to make a complaint, a compliment, or to put forward a suggestion or comment.

PLEASE TELL US ABOUT YOUR VIEWS ON OUR SERVICES

Help us get it right!

Your suggestions, praise and complaints help us to make our services better for you.

If you like what we do, tell us and we will make sure we keep doing it. If you think things could be better, let us know so that together we can improve our service.

If you contact **06 Care Limited** to make a complaint, you will be listened to by one of our experienced staff.

We will listen to what you have to say, how you have been affected, and how we can put things right. We will arrange to meet you, discuss your complaint and decide what action needs to be taken to resolve the problem. We will keep this information confidential and if appropriate direct you to Advocacy Services if you feel you need more independent support.

We will address the issues you raise and in all cases we will:

- Agree with you the format of the reply (e.g. in writing, in person etc.)
- Agree with you how the complaint will be dealt with and who will be replying to you.
- Acknowledge the complaint within 3 working days and provide you with a reference number as well as agree a timescale for a reply. If there are any delays we will inform you.
- Tell you about your options if you are not satisfied with our response.

We will use complaints, compliments and suggestions to look at our services and how we can improve them. In all cases we will:

- Acknowledge our mistakes.
- Inform you about how we intend to put things right.
- Inform you about anything we have learnt or improvements we intend to make as a result of your contact.

HOW TO CONTACT US

It is better to raise any issues/problems directly with the staff providing your service. After this there are a number of options to contact us:

- You can telephone **06 Care Limited** and speak to a care manager to report your complaint/concern on 01535 636662
- You can email us on enquiries@06careltd.com
- You can complete the tear off form at the back of this leaflet and return it to us.
- You can write to us at:
06 Care Limited
Aire Valley Business Centre
14D Orchard House
Lawkholme Lane
Keighley
BD21 3BB
- You can fax us on 01535 633484
- Make contact via our website www.06careltd.com

If you are not satisfied with the way we have dealt with your complaint you can contact Care Quality Commission directly

CARE QUALITY COMMISSION

CITYGATE

GALLOWGATE

NEWCASTLE UPON TYNE

NE1 4PA

TEL: 03000 616161

FAX: 03000 616171

OTHER USEFUL CONTACTS

Airedale NHS Foundation Trust

Airedale General Hospital
01535 294019 (PALS office)

Bradford and Airedale Community Health Services

Community and specialist nursing, community hospitals, speech, language podiatry and community dental centres
01274 237555

Bradford District Care Trust

Mental health and learning disability
01274 228314

Adult and Community Services Customer Care and Complaints Unit

FREEPOST BD2400
Olicana House
35 Chapel Street
Bradford
BD1 5BR
01274 436820
sscomplaintsunit@bradford.gov.uk

North Yorkshire County Council Children and Young People's Service

Room 122
County Hall
Northallerton
North Yorkshire DL7 8BR
01609 534193 or 0808 168 2785
cyps.contactus@northyorks.gov.uk

Bradford Teaching Hospitals NHS Foundation Trust

Bradford Royal Infirmary and St Luke's Hospital – 01274 542200

NHS Bradford and Airedale

Funding for healthcare from hospitals and primary care contractors such as doctors, dentists and other providers of healthcare
01274 237555

Yorkshire Ambulance Service NHS Trust

Yorkshire-wide ambulance service
0345 122 0535

Adult Social Care Complaints Manager

North Yorkshire County Council
Adult & Community Services
County Hall
Northallerton
North Yorkshire DL7 8DD
0800 515875 or 01609 532638
social.complaints@northyorks.gov.uk

This is a:

Complaint

Comment

Compliment

Your name

Your address

.....

..... **Postcode**

Telephone:

Email:

Name of service/team/individual you want to tell us about:

.....

What do you want to tell us:

If this is a complaint, what should be done to put things right?

Extra information about you:

This information is optional but it will help us to provide better service for everyone.

White

- English
- Scottish
- Welsh
- Irish
- Any Other White

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Kashmiri
- Any Other Asian

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any Other Mixed

Black or Black British

- Caribbean
- African
- Any Other Black

Gender

- Male
- Female

Other Ethnic Groups

- Chinese
- Any other ethnic group