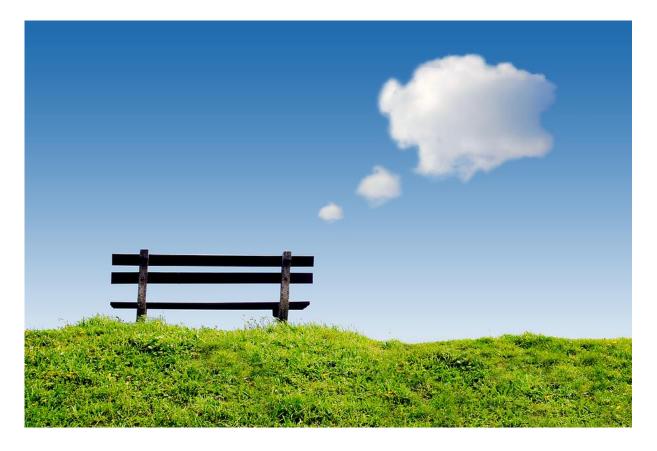
# Complaints, Comments and Compliments



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

Information correct at time of going to press.

### 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		
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.						
<u>White</u>		Asian or Asian British				
English		Indian				
Scottish		Pakistani				
Welsh		Bangladeshi				
Irish		Kashmiri				
Any Other White		Any Other Asian				
Mixed		Black or Black British				
White & Black Caribbean		Caribbean				
White & Black African		African				
White & Asian		Any Other Black				
Any Other Mixed						
		<u>Gender</u>				
Other Ethnic Groups		Male				
Chinese		Female				
Any other ethnic group						