

COMMENTS, COMPLIMENTS, COMPLAINTS

Carers Bucks aims to provide the highest standards of care to carers, families and clients. We hope that you will be happy with every aspect of our care and service and we welcome your views, comments and suggestions.

Comments

We are always interested to hear your views and comments. If you have any suggestions you can let us know by telephoning us, calling in person or by post or email.

Compliments

It is very reassuring and motivating for all of us to know that we are meeting the high standards of care and service that we set for ourselves. If you are particularly pleased with the care you have received or the service provided by us, we would be delighted if you would let us know. You can do this by emailing us, by post, calling us or in person.

Complaints

Sometimes we don't get things right and mistakes do happen. When they do, we would like to hear about them. If you have cause for complaint about any aspect of our care or service, please let us know. You can do this verbally or in writing. Either way we will take your complaints seriously and investigate the matter promptly. All complaints will be dealt with sympathetically and in complete confidence. If you have a complaint....ask to speak to one of the senior managers who will try to deal with your concerns straightaway or will discuss the complaints procedure with you and arrange to come back you once the matter has been investigated. Your complaint will be acknowledged with five working days of receipt. We aim to resolve all complaints within ten working days. Once an assessment and full investigation of your concerns has been made, we will respond with a decision. Sometimes more detailed enquiries are needed. If this is likely, we will contact you with an update and give you an expected date of response. If the matter cannot be resolved immediately, you will be informed how long this is likely to take and if there are any delays you will be fully advised. If you are still unhappy with the outcome you can arrange to meet with the Chair of Trustees of Carers Bucks, Les Davies. You can write or call to make an appointment. Carers Bucks has a contract with Buckinghamshire County Council. Should you have any further concerns about our organisation you should contact Buckinghamshire County Council, County Hall, Walton Street, Aylesbury, HP20 1UA. We record every comment, compliment and complaint we receive. These are reported and discussed where appropriate at staff meetings. Your comments enable us to sort out mistakes and change things if necessary.

Thank you for helping us to constantly improve our service.

Chief Executive: Stephen Archibald

Ardenham Court, Oxford Road,
Aylesbury, Bucks, HP19 8HT

39 Queens Road, High Wycombe,
Bucks, HP13 6AQ

0300 777 2722

mail@carersbucks.org

www.carersbucks.org

01494 463536