



BEDFORD
BOROUGH COUNCIL

Comment

Complaint

Compliment

Tell us what you think...

How to make a complaint or give other feedback about Bedford Borough Council Children's Services (Social Care)

Help us get it right!

By telling us what we get wrong, we can make sure we do it right next time.

Who can help me have my say?

You could talk to: someone in your family, your foster carer, your social worker, teacher or the customer relations team.

There are lots of people who can help!

GDPR and the Data Protection Act 2018

Under new Data Protection regulations (GDPR) Bedford Borough council needs to inform you of the reasons why we are capturing your data and what we will do with your data. Any personal data collected and/or processed under this policy/procedure will be dealt with in accordance with Data Protection Legislation and the Council's Data Protection Policy. Data is held securely and accessed by, and disclosed to, only individuals where relevant to this policy/procedure.

To find out more information on this follow the link below.

To view the council's current Privacy Notices including one for Customer Feedback at www.bedford.gov.uk/gdprprivacy

What happens when I make a complaint?

1.

We ask the manager to investigate, to try and sort out the problem quickly.

2.

If that doesn't solve the problem, we ask a new person to investigate again.

3.

If we still haven't made it right, you can ask us to get a panel to look at our investigation and tell us what we should do to sort out your complaint.

If you are unhappy with the Council's response you can contact the Local Government & Social Care Ombudsman:



0300 061 0614



Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH



www.lgo.org.uk

How do I give feedback?

You can make a comment, compliment or complain yourself, or with the help of a trusted adult. Here's how...

email

be.heard@bedford.gov.uk

online

Fill in an online form at

www.bedford.gov.uk/beheard

phone

01234 228597

write

Send a letter to:

**Customer Feedback Team
Bedford Borough Council
Borough Hall, Cauldwell Street,
Bedford, MK42 9AP**

Tell us about it...

We would welcome your feedback and comments.

My name

Date

My address

My phone number

My email address

Write here or draw a picture

If you require more space, please attach a separate sheet.
Please place in an envelope and send to:



Customer Feedback Team

Bedford Borough Council, Borough Hall,

Cauldwell Street, Bedford, MK42 9AP

Independent advice and advocacy

An advocate is someone who can help you to speak up for you or speak on your behalf, so you can have your views heard.

They can attend meetings with you, write and read letters, make telephone calls for you, and support you if you want to make a formal complaint.

Barnardo's provide free and confidential advocacy support specifically for children and young people.

You can contact Barnardo's on:

Call: 0800 917 7947

*(Calls are free from a landline
but mobile charges will apply)*

**Text: 07712 403705
or 07763 580336**

email: barnardosyoungpeople@barnardos.org.uk

**Visit the website at:
[www.barnardos.org.uk/
contact-us](http://www.barnardos.org.uk/contact-us)**