

More information

Advocacy services

An advocate is someone who can support you by helping you to write your complaint, speak up for you at meetings and give general advice during the process.

There are several local voluntary and independent agencies offering advocacy services such as Slough Gateway Partnership at Age Concern, Slough and Berkshire East if you feel this service would help you. They can be contacted on 01753 497872.

Care Home complaints

All care homes are regulated by the Care Quality Commission.

If you have any questions about what services a care home can provide you can discuss these with the Commission.

Care Quality Commission
Citygate, Gallowgate, Newcastle upon Tyne,
NE1 4PA

Tel: 0300 061 6161
Email: enquiries@cqc.org.uk

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुवाद किए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेज़ी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 475111 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in larger print.

Adult Social Care Customer feedback and complaints



The details below will help you to make a suggestion, compliment or complaint about the council's adult social care services.

Your feedback will help us to improve our services to you and for other people.

Suggestion - Please tell us if you have an idea about how we could improve our service.

Compliment - Let us know if you think we have provided an excellent service or you would like to thank someone.

Contact us:

To refer someone for social care services, please contact the First Contact Team on 01753 475111 option 1.

You can provide your feedback or make a complaint by:

Email, fax, letter, telephone or by completing the online complaints form at www.slough.gov.uk. Just type social care feedback in the search field.

Our contact details are:

Complaint Services Team
Slough Borough Council
St Martins Place, 51 Bath Road, Slough
Berks SL1 3UF

Tel: 01753 875244

Fax: 01753 478657

Email: Adultsocialcare@slough.gov.uk

How to make a complaint

You can do this yourself or someone may be able to do it on your behalf. You can ask a carer, friend, family member, or another organisation. Council staff can also help. We would not normally look into complaints about things which happened over a year ago.

Make sure the person helping you is someone you trust.

What happens when I make a complaint?

When you contact us with your concerns we will:

- Acknowledge your complaint within two working days
- Ask you from the outset what you want to happen to put things right
- Tell you how we are planning to respond to your complaint and the timescale
- Arrange for the relevant manager to investigate your complaint
- Keep you informed about the progress of your complaint
- Put things right for you if we can
- Learn from our mistakes to make the service better

What happens if the complaint is not for us?

If you have given us a complaint about another organisation such as the NHS, PCT or Foundation Trust we will offer to pass your complaint to them. In such situations we will ask your written permission to pass your information to the right organisation and refer your feedback to the correct organisation.

What happens if I am still not satisfied with the response?

If you feel that we have not managed to deal with your complaint once it has been concluded in a satisfactory manner, you can contact the Local Government Ombudsman. The Ombudsman is an independent person who investigates many types of complaints about councils once they have been dealt with under the council's complaint procedure.

The Ombudsman's address is:

The Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH

Telephone: 0300 061 0614

Website: www.lgo.org.uk

Text 'call back': 0762 480 3014.

Fax: 024 7682 0001