

## Your Opinion matters



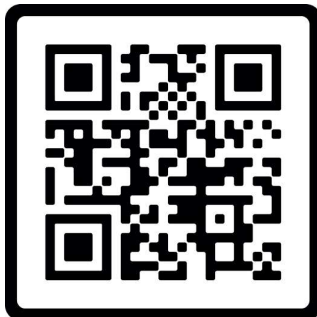
We want to know what you think about services funded by The Department of Adult Social Care.



This can include what is going well and things that you might think need to be better.



This will support The Department of Adult Social Care with funding services to make sure they are running well for the people living in the Bradford District.



You can scan these QR codes to listen to the audio version or to watch a BSL video of this booklet .

## Make a compliment or complaint about The Department of Adult Social Care



You can tell us when our services have done something well on [https://onlineforms.bradford.gov.uk/ufs/compliments.eb?ebd=0&ebz=1\\_1696855946582](https://onlineforms.bradford.gov.uk/ufs/compliments.eb?ebd=0&ebz=1_1696855946582)

Your compliments will be shared with the contracts and commissioning team and the service provider.



If you or your carer have any concerns please tell the provider. You can also let us know and we will try to sort them out.

If this doesn't help you have the right to use the formal complaints process.



You can:

- use our complaints online <https://www.bradford.gov.uk/compliments-and-complaints/adult-social-care/make-a-compliment-or-complaint-about-adult-social-care/>
- send an email to [complaints.officer@bradford.gov.uk](mailto:complaints.officer@bradford.gov.uk).
- Telephone the Complaints Unit on 01274 436820 to make your complaint.
- write to us at FREEPOST BRADFORD COUNCIL. Please write "Complaints Unit" on the back of the envelope.