

Your feedback

Compliments, complaints and comments

DABD (uk)

Celebrates Diverse Ability



DABD are committed to providing the highest quality service to everyone we come into contact with.

As part of this, we are always happy to hear your thoughts on the services we provide, whether it is a compliment, complaint or comment. Letting us know your thoughts and suggestions allows us to make any changes and improvements where necessary.

If you are pleased with our services or have a comment to make, we would be happy to hear from you. Should you wish to make a complaint, you should follow the steps below:

Step 1

Discuss the problem with your initial point of contact who will do his or her best to resolve the problem.

Step 2

If you feel unable to discuss the problem with your initial point of contact or they are unable to resolve the problem to your satisfaction, you should contact the Administration Manager as per the Central Office details overleaf, and they will look into your complaint.

Step 3

If you are still unsatisfied with the outcome after contacting the Administration Manager, please write to the Chief

Executive Officer at the Central Office address overleaf. On receipt of your written complaint, we will acknowledge receipt in writing within one week and inform you of what steps are being taken to resolve the complaint.

Step 4

If there is not an immediate solution, we will take steps to investigate your complaint fully. This may involve contacting those concerned. We will write to you within three weeks with the details of our findings, any action we have taken and any proposed action we will take to resolve your complaint.

Step 5

If you are still unhappy, you can ask the Chief Executive Officer to take your complaint to DABD's Board of Directors.

If your complaint relates to Personalcare, you can also forward this to the Complaints Manager, LBBD Adult & Community Services, or the Care Quality Commission (CQC) who will carry out an independent investigation. Details are overleaf.

If you are not happy about making a complaint yourself and you do not know someone who is able to talk to us on your behalf, we will be happy to direct you to an independent organisation to act on your behalf.

Please contact the:

Administration Manager

DABD (uk) Central Office

Pembroke Gardens, Dagenham RM10 7YP

Tel: 020 8592 8603

Email: centraloffice@dabd.org.uk

Chief Executive Officer

DABD (uk) Central Office

Pembroke Gardens, Dagenham RM10 7YP

Tel: 020 8592 8603

Email: centraloffice@dabd.org.uk

Complaints Manager

LBBd Adult & Community Services

**Complaints Team, Civic Centre, Rainham Road North,
Dagenham RM10 7BN**

Tel: 020 8215 3000

Email: 3000direct@lbbd.gov.uk

Care Quality Commission (CQC)

National Correspondence, Citygate, Gallowgate

Newcastle-upon-Tyne NE1 4PA

Tel: 03000 616161

Email: enquiries@cqc.org.uk
