

We Value Your Feedback

Tell us what we are doing well and how we can improve the way we keep adults safe in Derbyshire.



You can complete this leaflet online or print it and write on it.

Do you need this leaflet in another format? Contact us if you need large print or in a different language.

About this leaflet

This leaflet tells you how to give feedback to the Derbyshire Safeguarding Adults Board.

You can tell us what worked well. You can also tell us what we could do better.

About Derbyshire Safeguarding Adults Board

The Derbyshire Safeguarding Adults Board helps organisations work together to keep adults safe.

These organisations include the council, police and NHS.

We want adults in Derbyshire to be safe and free from abuse and neglect.

What the Board does

- We write a plan about how organisations will work together.
- We write a report each year about the work done to support local organisations and people.
- We carry out Safeguarding Adult Reviews. These reviews look at serious safeguarding cases so organisations can understand what happened and what needs to improve.

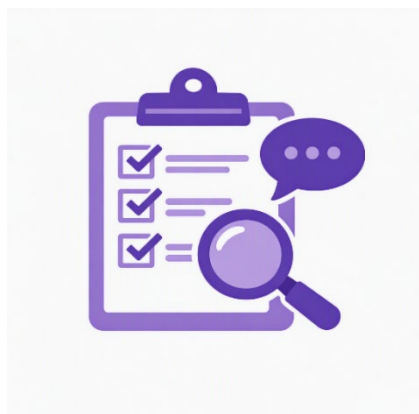
Compliments and comments



We welcome compliments, comments and complaints. Your feedback helps us learn and improve.

Complaints

Complaints we can look at



- Problems with Safeguarding Adult Reviews.
- Derbyshire Safeguarding Adults Board publications or campaigns.
- Where the Board has not done something it should have done.
- How Board staff or Board members have behaved.

Complaints we cannot look at

- Complaints that need to be dealt with by another organisation.
- Complaints about people or organisations that are not members of the Derbyshire Safeguarding Adults Board.
- Complaints about a court decision.
- Issues that have already received a final response.
- Complaints about events from more than twelve months ago, unless there is a good reason.
- Matters that need to be dealt with by the courts, police or an employer.

If we cannot look at your complaint, we will tell you why. We may give you details of another organisation that can help.

How to share your feedback

- Fill in the form at the end of this leaflet.
- Email us.
- Write to us.
- Ask someone you trust to help you.

How we will deal with your complaint

- We will listen to you.
- We will be polite and helpful.
- We will tell you what is happening.
- We will let you know the outcome.
- We will help you find the right organisation to contact if we cannot help.

Our two-stage complaints process

Stage 1

We will let you know we have received your complaint within three working days. We will reply within twenty-eight days.

Stage 2

If you are unhappy with our response, you can ask the Board to look at your complaint again. We will reply within twenty-eight days.

If you need support

We can help you find an interpreter, translator, signer or advocate.

An advocate is someone who can help you say what you want to say.

If you are unhappy with our final response

If you are unhappy with our final response, you can contact the Ombudsman.

Ombudsman helpline: 0300 061 0614

Website: www.lgo.org.uk

Contact Derbyshire Safeguarding Adults Board

Derbyshire Safeguarding Adults Board

The Quad

Dock Walk

Chesterfield

S40 2GQ

Email: derbyshiresab@derbyshire.gov.uk

Website: www.derbyshiresab.org.uk

If you are worried about abuse or neglect

If you think an adult is being abused or neglected, please do not use this leaflet to report it to the Board. Contact Derbyshire County Council Adult Social Care instead, telephone Call Derbyshire: 01629 533 190. In an emergency contact the Police, telephone 999.

To find out more about reporting abuse, visit [How to report abuse - Derbyshire Safeguarding Adults Board](#)

Feedback form

Your information: We will keep your personal information safe, and we will only share it with people who need it to respond to you.

You can type in the boxes below. You can also print this page and write in the boxes.

1. What are you sending us?

☐ Compliment ☐ Comment ☐ Complaint

2. Your name

3. Your contact details

Address:

Postcode:

Phone number:

Email:

4. Tell us what happened or what you want to say

You can type here or write in this space.

5. What would you like to happen next?

6. Do you need support to give your feedback?

☐ Yes ☐ No

If yes, please tell us what support you need: