

# In the event of a crime call the Police on 101 or in an emergency call 999

**REPORT IT!**

**In the event of a safeguarding matter**

The weblink to report a safeguarding concern to West Berkshire Safeguarding Team is:

## [www.westberks.gov.uk/safeguardingconcern](http://www.westberks.gov.uk/safeguardingconcern) You can call the Safeguarding Team for advice on 01635 519056 or out of usual office hours and weekends the Emergency Duty Team is on 01344 351999

**AND you** need to report it to the Care Quality Commission

**For any other concern, issue, omission or error**

If a CQ1 arises (which is any concern1, issue, omission, or error in the care or support provided, or performance in the service received no matter how trivial) the weblink to report a CQ1 to West Berkshire Council Care Quality Team is: [www.westberks.gov.uk/careconcern](http://www.westberks.gov.uk/careconcern)

You can also call Care Quality directly:   
Sophie Sumner  01635 503356; Jo Bateman  01635 519503  
Karen Felgate [Service Manager People Commissioning and Procurement]  01635 519925

# Complaints

In the first instance report it to the Provider - if the complainant is not happy with the outcome of the investigation service users and their families have a right to ask the Local Authority to investigate under their statutory complaints process. The complaints Manager for ASC can be contacted on  **01635 503391** alternatively you can e-mail your concerns to [**complaintsadultssocialcare@westberks.gov.uk**](mailto:complaintsadultssocialcare@westberks.gov.uk)

If you are privately funded the Local Authority cannot investigate but the Local Government Ombudsman can. Their contact details are:  **0300 061 0614** or go to [**www.lgo.org.uk/**](http://www.lgo.org.uk/)

# Compliments

It is important to recognise and acknowledge good service as well as complaints. Compliments should be sent to Alison Lewthwaite  **(01635) 503391** or email **Alison.lewthwaite@westberks.gov.uk**