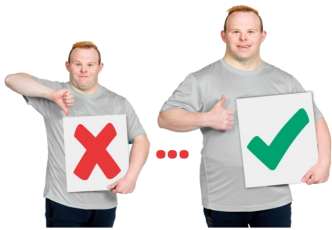


# We Value Your Feedback

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



# This booklet tells you:



- How to make a compliment
- How to make comments about how we can improve our work



- How to complain
- What complaints we can deal with
- How we will deal with a complaint



- Who can support you to give us feedback
- How to contact us

# About Derbyshire Safeguarding Adults Board (DSAB)



We make sure the NHS, police, council, and other partners are working together in the best way possible to safeguard adults

## Who we support:



Adults in Derbyshire who have needs for care and support

and



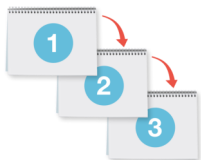
are experiencing or are at risk of being abused or neglected

and

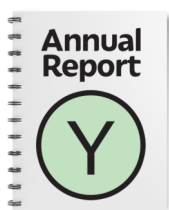


are not able to protect themselves from abuse or neglect due to their care and support needs

# Safeguarding adults boards have 3 core legal functions:



1. To create and publish a strategic plan. This is a plan of how the Board will make sure that adults who have care and support needs in Derbyshire are protected from abuse and neglect.



2. To publish a yearly report describing the success of its work, we call this an annual report



3. To hold safeguarding adult reviews (SARs) for any case that meet the criteria for these. The criteria are set out in the Care Act 2014

## The vision of DSAB is:

"We will all work together to enable people in Derbyshire to live a life free from fear, harm and abuse"

Making Safeguarding Personal is at the heart of the Derbyshire Safeguarding Adults Board, which means working with adults at risk of abuse, neglect or exploitation to ensure they are as safe as they want to be and are helped to make their own decisions.

The Board employs a small team who are managed by a Service Manager and is overseen by an Independent Chairperson.

# Compliments and Comments

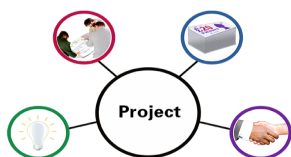


Have we done something well? And you would like to praise a member of our Board?

## Have you got any comments for the DSAB?



You might have an idea for our future newsletter



A suggestion for a project or some feedback about one of our documents

We would appreciate your feedback and will let you know what we have done with the information you have shared.

### You can tell us by:



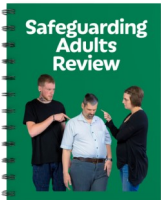
Calling us



Writing a letter

# Complaints that DSAB can deal with

We can deal with complaints about a DSAB Board member, a DSAB document or a DSAB process. For example:



Safeguarding Adult Reviews

DSAB publications or campaigns

Failure to deliver a service expected of a safeguarding adults board

Attitude or behaviour of DSAB staff or a Board member

Failure in multi-agency safeguarding processes

# Complaints



It is important that if you are unhappy with the service you have received through the DSAB that you let us know.

## There are several ways to complain:



Tell someone you trust to raise a complaint for you. This could be a family member, friend, neighbour, advocate



Call us



Write a letter



Send an email



Use the form at the end of this booklet where you can post or email it

## Complaints we cannot deal with:



- The complaint meets the criteria for another statutory complaints process
- The complaint is about the actions of agencies who are not members the DSAB
- The complaint is about an individual working for a partner agency in Derbyshire
- The complaint is about a court decision
- The complaint has already been considered and investigated
- The complaint related to an event that happened more than 12 months ago (there is flexibility to extend this time limit if there are good reasons why the person was not able to make a complaint sooner)



## Complaints we cannot deal with:



- The complaint which should be resolved by court proceedings, criminal proceedings, disciplinary proceedings, grievance proceedings or an application to a tribunal (for example in relation to a decision made by an Approved Mental Health Practitioner).

If we can't deal with your complaint, we will give you information, advice, and point you in the right direction.

Please note we do not take complaints on behalf of partner organisations such as

- Derbyshire County Council
- Derbyshire Police and
- Derbyshire Health Care NHS Foundation Trust

We do not investigate complaints in relation to topics that have already been raised by the complainant and have concluded with a final response issued.

# How we will deal with your complaint

## We will:



- Listen to you
- Be polite and helpful
- Deal with your complaint fairly



- Tell you how we are getting on with your complaint
- Tell you if we have done something wrong and explain how we plan to correct it



- Help you find the right person to talk to if we cannot deal with your complaint

# Derbyshire Safeguarding Adults Board has a 2 stage complaints policy:

## Stage 1

- When we receive a complaint we will acknowledge it within 3 working days
- Our Group Manager will send a response within 28 days after acknowledgement and the response will tell you what happens in Stage 2

## Stage 2

If you are dissatisfied with the Board's response:



- You should write to the Board Manager while we will arrange for the Independent chair to examine your complaint
- Acknowledgement will be sent to you within 3 working days and a response will be sent within 28 days of acknowledgement

# If you need support to contact us:

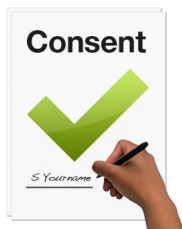


We can support you to find:

- Interpreter
- Translator
- Signer
- An advocate, this is someone who speaks up on your behalf



If you have a social worker, they can help you raise concerns or refer you to a service that can support you



Someone you trust can raise a complaint for you but you need to give them permission to do so

## You can also contact:

Citizens advice on:

- Phone on: 0808 223 1133 or
- Visit there website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Derbyshire County Council

- [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk)

# Ombudsman Service

- The Local Government and Social Care Ombudsman covers many of the areas DSAB may receive complaints about
- The ombudsman is a free service that helps with complaints about public organisations like DSAB
- They might ask you to send your complaint to us before they get involved

**If you are not happy with how we deal with your complaint, you can then contact the Ombudsman.**



Ombudsman helpline on: 0300 061 0614

Website: <https://www.lgo.org.uk/>

## Our contact details:



Derbyshire Safeguarding Adults Board  
The Quad  
Dock Walk  
Chesterfield  
S40 2GQ



Email: [derbyshiresab@derbyshire.gov.uk](mailto:derbyshiresab@derbyshire.gov.uk)  
Website: [www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk)

**Independent Chair: Andy Searle**

**Derbyshire Safeguarding Adults Board Manager:**

**Natalie Gee**

If you are concerned about abuse or neglect of an adult please do not contact the board. You need to contact Derbyshire County Council:



Call Derbyshire on: 01629 533190



Email: [contactcentre@derbyshire.gov.uk](mailto:contactcentre@derbyshire.gov.uk)

For more information on reporting abuse or safeguarding procedures please visit our website

[www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk)

# Have Your Say.

Are you making a: **Compliment**       **Comment**   
**Complaint**

Large light blue rectangular area for providing feedback.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Postcode: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email: \_\_\_\_\_

