

HOW TO MAKE A COMPLAINT, COMMENT, SUGGESTION OR COMPLIMENT ABOUT SOCIAL CARE SERVICES

We want the services you receive to be the best possible and that's why your feedback is important to us. The feedback could be in the form of a comment, a suggestion on how we can improve, a compliment or, if you are unhappy with the services, you may want to make a complaint. You can feedback to us on behalf of someone else too.

The best way to make a complaint, suggestion, comment or compliment is to contact the Complaints Team in one of the following ways:-

- By telephone on **01656 642253**
- By letter or fill in a Complaint Form and forward it to The Complaints Team, Wellbeing Directorate, Civic Offices, Level 2, Angel Street, Bridgend, CF31 4WB. (We can arrange to post the form to you if you prefer).
- By email SocialServicesComplaints@bridgend.gov.uk
- If you require any assistance to make a complaint, suggestion, comment or compliment, please contact the Complaints Team.

This leaflet is also available in Welsh. Please tell us if you wish to conduct your contact with us through the medium of Welsh.

WHAT HAPPENS NEXT?

If you want to make a complaint, ideally, you should initially raise this with the person you have been dealing with. He or she will try to resolve it immediately. However, if this is not possible, there are two stages to the complaints process:

Stage 1 – Local Resolution

We will acknowledge your complaint within 2 working days of its receipt. You will be contacted within 10 working days of the date of acknowledgement by the person looking into your complaint and they will offer to meet with you face-to-face or can discuss your complaint over the telephone if you prefer. The discussion will ensure that we understand your complaint and what you would like to happen.

When the complaint has been resolved, we will write to you within 5 working days of the date that your complaint was resolved.

Stage 2 – Formal Investigation

If your complaint has not been resolved at Stage 1, you can request that your complaint be investigated by a person who is independent of the Council.

If your request is granted, we will write to you with a formal written record of your complaint (as we understand it) within 5 working days of the date of the request.

Before the investigation can start, you will be asked to confirm that our understanding is correct and also to confirm what you would like to happen. The date on which the detail of the complaint is agreed will be the 'start date' for the complaint investigation.

A response to the complaint investigation should be sent to you within 25 working days of the 'start date'. If this is not possible, we will write to you and tell you why there is a delay and when you are likely to receive the response. This will be as soon as possible after the 25 working day deadline and no later than 6 months from the date we received your complaint.

In our response we will:

- Summarise your complaint;
- Describe the investigation undertaken;
- State whether the complaint is upheld, partially upheld or not upheld;
- Explain what action will be taken (if any);
- Apologise where appropriate;
- Enclose a copy of the Independent Investigator's Report. (If there is a specific reason why we do not provide this, we will tell you);
- Offer you an opportunity to meet with us to discuss the response and the Independent Investigator's Report.
- Advise how you can complain to the Public Services Ombudsman for Wales if you are still not satisfied with the outcome of your complaint.

Feedback from Complainants: we want to hear from you about your experience of using our complaints procedure. You can do this by completing and returning our feedback questionnaire. This will only take a few minutes of your time and will provide us with valuable information to ensure that we handle your complaints as effectively as possible.

Other useful contacts:

Commissioner for Older People in Wales,
Cambrian Buildings,
Mount Stuart Square,
Butetown,
Cardiff. CF10 5FL.
Tel: 03442 640 670
Email: ask@olderpeoplewales.com

Children's Commissioner for Wales,
Oystermouth House,
Phoenix Way,
Llansamlet,
Swansea. SA7 9FS.
Tel: 0808 801 1000
Fax: 01792 765601
Email: post@childcomwales.org.uk

Care Inspectorate Wales (CIW),
Welsh Government Office,
Rhydycar Business Park
Merthyr Tydfil, CF48 1UZ
Tel: 0300 7900 126
Email: ciw@gov.wales

Public Services Ombudsman for Wales,
1 Ffordd yr Hen Gae,
Pencoed,
Bridgend. CF35 5LJ.
Tel: 0300 790 0203
Fax: 01656 641199
Email: ask@ombudsman-wales.org.uk

(N.B. CIW are interested in receiving feedback on services but cannot investigate complaints)

(Reviewed 18/01/2019)