

## **Making a comment or a complaint: Social Services**

This information sheet is also available in Welsh.

### **What can I comment or complaint about?**

How I am cared for:

- Where I live
- Practical things like clothing and food
- Decisions made about me in meetings
- Seeing my family
- Getting information about the services which are available
- Any other issue you may be concerned or worried about

It's difficult to cover everything here. If your problem is not mentioned, tell us anyway. We're here to listen and help and will take what you say seriously.

### **Who can I talk to?**

Don't keep worries or problems to yourself. It is possible to sort things out through talking.

One of the following might be able to help you:

- A member of your family
- Your Foster Carer or Key Worker
- Your Social Worker
- One of your Teachers
- An Adult that you trust
- Your Reviewing Officer
- An Independent Advocate

This may be all that is needed to sort things out. If not, talk to someone else and keep talking until you are satisfied. You could also contact one of the organisations listed in this leaflet. You do not have to pay to call some of these organisations. However, if you are still unhappy and wish to make a complaint, you can follow the steps listed below.

# **Making a comment or a complaint – Social Services**

## **The first step: solve problems locally**

In the first place, you or your Advocate may contact your Social Worker, Manager and / or Complaints Officer.

The Complaints Officer

Russell House

Churton Road

Rhyl

Denbighshire

LL18 3DP

Freephone: 0800 032 1099

Email: [ssdcomments@denbighshire.gov.uk](mailto:ssdcomments@denbighshire.gov.uk)

Web: [www.denbighshire.gov.uk/yourvoice](http://www.denbighshire.gov.uk/yourvoice)

When your complaint has been received, a manager from Education and Children's Services will offer to discuss your complaint with you and/or your Advocate. They will offer to meet with you to discuss your complaint within 10 working days, or you can discuss it with them over the telephone if you prefer. They will let you know what they can do to help you.

The Manager will then write to you within 5 working days of your discussion, to confirm what was said and what will be done to help resolve your complaint.

## **What if I am still unhappy after this?**

You have the right to make a formal complaint to the Complaints Officer.

## **The second step: making a formal complaint**

To make a formal complaint, please contact the Complaints Officer. The details are above.

The Complaints Officer will offer to arrange for you to receive a service from an Advocate who will help you or speak on your behalf if you wish. The Advocate who works for Tros Gynnal Plant, the Advocacy Service for Children and Young People.

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The Complaints Officer will arrange for an Independent Investigating Officer and Independent Person (people who do not work for Education and Children's Services) to look into your complaint.

The Investigating Officer and Independent Person will arrange to meet you and listen to you, and then collect all the relevant people's comments in order to find the best way of sorting the problem out.

The Independent Investigator and Independent Person will write a report and send it to the Corporate Director. The Corporate Director will then write to you.

### **How long will it take?**

We will respond to you within five weeks (25 working days) of receiving the confirmed list of points of complaint that you wish to be investigated under Stage 2. If it is likely to take longer than this, then the Complaints Officer will let you know.

### **Who makes the decision?**

The Investigating Officer and Independent Person will write a report and make recommendations as to the best way of sorting the problem out. You will then receive a letter from the Director. The letter will explain the decision made and what action the Service is going to take.

### **What if I am still unhappy?**

We hope that this won't be necessary, however, if you remain unhappy, you can contact the Public Services Ombudsman for Wales:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

Bridgend

CF35 5LJ

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Phone: 01656 641150

E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

The Ombudsman will check whether Education and Children's Services have investigated your complaint properly, and if not, they may choose to investigate it themselves.

## **People who can help you**

### **Citizens Advice Bureau**

Phone: 0844 477 2020

Website: [www.citizensadvice.org.uk/ynysmoncab](http://www.citizensadvice.org.uk/ynysmoncab)

### **Childline**

Freephone: 0800 1111

Website: [www.childline.org.uk](http://www.childline.org.uk)

### **Tros Gynnal Plant: North Wales Advocacy Service**

Freephone: 0800 111 6880

### **NSPCC**

Freephone: 0808 800 5000

Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

### **Voices From Care**

Phone: 02920 451 431

Email: [info@vfcc.org.uk](mailto:info@vfcc.org.uk)

Website: [www.voicesfromcarecymru.org.uk](http://www.voicesfromcarecymru.org.uk)

# Making a comment or a complaint – Social Services

## Children's Commissioner for Wales

Penrhos Manor

Oak Drive

Colwyn Bay

Conwy

LL29 7YW

Freephone: 0808 8011000

E-mail: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

Website: [www.childcom.org.uk](http://www.childcom.org.uk)

This information can be made available in other languages and/or alternative formats upon request.