



Social Services Department

Compliments and Complaints



Conwy Social Services Department aims to maintain the highest standards of service at all times. We are keen to hear your views. If you have any ideas about how we can improve what we do or you want to compliment us for something we have done well we will be happy to hear from you. If you are dissatisfied with anything we have done or failed to do we will treat your complaint as an opportunity to put things right.

How to make a compliment or complaint

You can make your compliment or complaint to any council employee and in any reasonable way e.g. face to face, telephone, e-mail, on-line form, and letter or by using the enclosed form.

Complaints

When making a complaint it is usually best to speak firstly with the members of staff you usually see but if you prefer you can speak with their manager or contact the Social Services Complaints Service. (Details below)

The complaints procedure has two stages. At **Stage 1** we try to informally resolve matters through discussion with you within ten working days of acknowledging your complaint. If we cannot resolve your complaint we can escalate it to Stage 2 of the procedures.

At **Stage 2** we arrange an independent investigation, the investigator will report what they find and make any recommendation they feel are deserved. We aim to provide you with a response at Stage 2 within twenty five working days. You can ask for your complaint to bypass Stage 1 and go straight to Stage 2.

If after **Stage 2** you remain dissatisfied you can complaint to The Public Services Ombudsman for Wales.

Complaints Service

Social Care Department

PO Box 1

Colwyn Bay

LL29 0GG

E-mail: cssc@conwy.gov.uk

Tel: 01492 574078

Or Switchboard: 01492 574000

Public Service Ombudsman for Wales

1 Ffordd yr Hen Gae

Court Road

Pencoed

Cardiff

CF35 5LJ

Website: www.ombudsman-wales.org.uk

Tel: 01656 641150

Other places you can complain

You may also complain to the Care Inspectorate Wales. The CIW regulate residential care, home care and early years services.

CIW

North Wales Region

Government Buildings

Sarn Mynach

Llandudno Junction

LL31 9RZ

Tel: 0872 437 7301

E-mail: CIW.LlandudnoJunction@gov.wales

Data Protection

You have the right to see personal records we hold about you. You can ask at any Social Service Department for more information. For further information please see the Council Privacy Notice via the following link: <http://www.conwy.gov.uk/en/Council/Access-to-Information/Privacy-Notices/How-Conwy-County-Borough-Council-uses-your-Information.aspx>

Equalities

Conwy Social Services is committed to ensuring we do not discriminate against people on the basis of: race and ethnicity; disability; age; gender; sexual orientation; religion and belief; Welsh Language or human rights; pregnancy and maternity; gender re-assignment and marriage and civil partnership.

Language

Mae'r ffurflen hon ar gael yn Gymraeg hefyd

Compliments or Complaints Form

Please use this form if you are a member of the public wishing to give a compliment or make a complaint against Social Services

The Council will only use the information gathered on this form for the purpose for which it is provided. We may pass on certain details to other Council Services and other partner agencies as required. However, we will not disclose it to any other third party without your consent, except where required by law.

Are you the Service User? Yes No

Your name: Miss/Ms/Mrs/Mr

Your Address:

Your Post Code:

You Phone Number:

Your e-mail address:

If you are not the Service User or Carer please give their details

Their Name: Miss/Ms/Mrs/Mr

Their address:

Their Post Code:

Their Phone Number:

Their e-mail address:

Their case number (in known):

Name of Service or Team the compliment or complaint relates to?

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If complaining do you have the consent of the Service User to do this? Yes No

[illegible]

Signed: Date:

[illegible]

Please send this form to the Complaints Office (address on page 2)