

Making a Comment, Complaint or Compliment about Social Services

 **01792 637345**

To make a complaint, or if you need help to do so, you can ring this number.



We want to know what you think...

Social Services aims to provide quality services to the public of the City and County of Swansea. There may be, however, times when things go wrong and a service user or someone sufficiently concerned with their welfare, may wish to complain. The Law says that you have a right to get your views heard about Social Services.

By telling us what you are unhappy about or what went well, you help us to improve the way we provide our services.

Who can use the comments and complaints procedure?

- People using social care services provided by the Local Authority
- People using social care services purchased or contracted by the Local Authority
- A representative, relative or friend, properly nominated by a service user or agreed as appropriate to act in a service user's best interest.

If you are unsure whether you have the right to complain, you can check with the Complaints Officers who will advise on each individual case.

How do I complain or compliment Social Services?

Firstly you should tell the staff member who provides support about what you feel is wrong so they can try to put things right for you. If you prefer you can contact the Council Complaints Team whose officers can deal with complaints against Social Services. Their contact details are at the end of this fact sheet. **You must bring your complaint within 12 months unless you have exceptional reasons for not doing so.**

How does the complaints procedure work?

Stage 1 – Local Resolution

When we receive your complaint you will get an acknowledgement within two working days. We will contact you to discuss your complaint within ten working days. This could be via phone or if you prefer we can have a face-to-face meeting. Once we have discussed your complaint and the matter has been resolved, we will write to you within five working days of the resolution date confirming the outcome. Most complaints are resolved at this stage, and it is usually the quickest and most straightforward way to deal with issues.

Stage 2 – Formal Consideration

If the complaint cannot be resolved at the informal stage, your complaint will progress to stage 2. Please contact the Complaints Officer to discuss the options available. This stage will be carried out by someone not directly involved with the service you are complaining about. During the investigation the Complaints Officer will keep you advised and informed of developments.

You are not obliged to take up the offer of a discussion at Local Resolution stage; you have the right to request a formal investigation from the very beginning if you wish. However, as this is a longer process than local resolution, we recommend trying to resolve matters through local resolution first.

When your complaint is investigated at Stage 2 we will write to you within 5 working days of receiving your request for a Formal Investigation, to make sure we understand all the details of your complaint and the outcome you would like to achieve. We will ask you to confirm that this is accurate and will also give you details of the Independent Investigator. The date on which you confirm the detail of your complaint is called the 'start date' and we have 25 working days from this date to complete the investigation and send you a written response. If we are unable to achieve this deadline, we will write to you and tell you

why there is a delay and when you will 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.

Who else can help?

If you are still unhappy after the conclusion of the internal process you can contact:

The Public Services Ombudsman

1 Ffordd yr Hen Gae,
Pencoed, CF35 5LJ

☎ 0300 790 0203

Fax: 01656 641 199

Email: ask@ombudsman.wales

Website: www.ombudsman.wales

Other sources of assistance

You can also contact the following people for help and support in making a complaint.

Advocacy Services

If you would like to be assisted in resolving your complaint or be supported in a meeting with us, the organisation Llais, your voice in Health and Social Care are able to offer confidential support through their Advocacy Service. They can be contacted at

www.llaiswales.org ☎ 01639 683490

South Wales Mental Health Advocacy

Cefn Coed Hospital, Cockett
Swansea SA2 0GH

☎ 01792 516665

For children: **National Youth Advocacy Service** freephone helpline 0808 808 1001

<https://www.nyas.net/contact-us/>

Health and Social Care Regulators:

Care Inspectorate Wales (CIW)

Government Buildings
Picton Terrace, Carmarthen SA31 3BT

☎ 0300 790 0126 Fax: 0872 437 7303

Web: <https://careinspectorate.wales/>

Email: cssiw.southwest@wales.gsi.gov.uk

Social Care Wales

South Gate House, Wood Street
Cardiff CF10 1EW

☎ 0300 30 33 444

Web: <https://socialcare.wales/>

Email: info@socialcare.wales

Your Local Councillor or Assembly Member

If you do not know who this is, contact:

Democratic Services

Civic Centre, Swansea SA1 3SY

☎ 01792 636923

Email: democracy@swansea.gov.uk

Contacting the Complaints Officers

You can phone, e-mail or write to:

Sandra Beveridge or Emma Young

Complaints Officer (Social Services)

Council Complaints Team

Freepost NAT 3982

Legal Services

Civic Centre

Swansea SA1 3SN

☎ 01792 637345

Email: complaints@swansea.gov.uk

Swansea Social Services and personal information

Swansea Council is the data controller for the personal information you provide to us. Your information will be used in the exercise of our official authority and will not be used for any other purpose. We will not share your data with third parties unless we are required or permitted to do so by law. Data protection law describes the legal basis for our processing your data as necessary for the performance of a public task.

For further information about how Swansea Council uses your personal data, including your rights as a data subject, please see our corporate privacy notice on our website www.swansea.gov.uk/privacy

We can give you more information about how we handle personal information. Phone 01792 636902 for a factsheet.

Please tell us if you wish to conduct your complaint through the medium of Welsh

This information is also available in Welsh and alternative formats, such as large print, or electronically. Please phone 01792 636902 for copies.