Social Services

Your right to compliment and complain

A guide to using the Social Services Complaints Procedure

April 2023

CYNGOR Sir y Fflint
Flintshire
COUNTY COUNCIL

SOCIAL SERVICES – YOUR RIGHT TO COMPLIMENT AND COMPLAIN

A guide to using the Social Services Complaints Procedure

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HOW DO YOU ASK FOR HELP AND ADVICE?

You, or someone on your behalf, can contact the Complaints Officer with your comment, compliment or complaint.

Who are we?

All compliments and complaints are recorded and managed by the Complaints Officer.

You can write, phone or e-mail:

Address: The Complaints Officer
Social Services
County Hall,
Mold
Flintshire, CH7 6NN
Phone: 01352 702623

Email: myview@flintshire.gov.uk

Tell us what you think about Social Services, or why you're unhappy, and we'll listen Flintshire Social Services aim to provide high quality services. However, there may be occasions when people using or wanting to use our services will want to comment or complain about the service they receive.

When you express your concerns or complain we will listen. We need to know if things are going wrong or not happening according to plan so we can review the situation and help put things right for you.

Don't be afraid to complain and please be reassured that just because you make a complaint, any support you receive from us or any of your future dealings with us will not be affected.

Making a Complaint

Stage 1 – Local Resolution

We believe it's best to deal with any issue straight away rather than try to sort the problem out later. If you have a concern, raise it with the person you are dealing with (e.g., your Social Worker). They will try to resolve it for you there and then.

If we are unable to resolve your complaint immediately or by the end of the next working day, you can contact the Complaints Officer directly. You can do this in person, by telephone, in writing or by email. You do not have to put your complaint into writing. The Complaints Officer can be contacted by following the details at the front of this leaflet.

After receiving your complaint:

- Your complaint will be recorded and acknowledged within 2 working days of us receiving it.
- You will the opportunity to discuss your complaint with a manager within 10 working days of your complaint being acknowledged. This will be either face to face or over the telephone.
- Every effort will be made to make sure the problems are resolved at this stage.
- Once you and the Manager have agreed on how your complaint will be resolved, they will write to you within 5 working days of that date.
- Occasionally we might suggest mediation or another method to reach resolution.

Stage 2 – Formal Consideration

- If you are unhappy with our response at Stage 1, you have the right to request for your complaint to be investigated independently at Stage 2.
- The Complaints Officer will discuss your request in more detail with you.
- We will appoint an Independent Investigator to look into your complaint.
- These investigations should take 25 working days to complete, but more time may be required depending on the complexity of the complaint.
- You do have the right to take your complaint straight to Stage 2, but we believe the quickest and simplest way to resolve your concerns is to do this at Stage 1.

Paying a compliment

We also want to hear from you if you think we have done well with something. This may be a compliment about your Social Worker or your Carer. It's important that we hear about any good work that someone may have done with you. You can email, phone or write to the Complaints Officer who will make sure your compliment is shared with the staff member concerned, as well as Managers and Councillors.

Do you need help or support to get your views across?

Flintshire has a range of free and independent organisations that can help make your voice heard and support you making a complaint. These include:

Advocacy Services North East Wales Advocacy Services North East Wales support work with adults, older people, younger people with dementia and carers	
01352 759332	Advocacy@ASNEW.org.uk
www.ASNEW.org.uk	
North Wales Advice and Advocacy Association North Wales Advice and Advocacy Association provide advice and advocacy for people with learning disabilities	
01248 670852	enquiry@nwaaa.co.uk
www.nwaaa.co.uk	
Tros Gynnal Plant Tros Gynnal Plant provide advice and advocacy for children and young	
0800 111 6880	northwalesadvocacy@trosgynnalplant.org.uk
www.trosgynnal.org.uk	
North East Wales Carers Information Service (NEWCIS)	
01352 752525	flintshire@newcis.org.uk
www.carers.org/local/wales/flintshire	
The Children's Commissioner for Wales The Children's Commissioner for Wales can advise and support children and young people (and their parents/carers) who are under 18 (or under 25 years old if they have been in care).	
01492 523333	post@childcomwales.org.uk
www.childcom.org.uk	

USEFUL CONTACTS

A wide range of voluntary organisations provide independent advice and assistance. Contacting them will give you information on your rights.

Flintshire Citizens advice Bureau	
08444 772020	www.flintshirecab.org.uk
Flintshire Care and Repair Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	www.flintshirecr.co.uk
Age Connects North East Wales	
08450 549969	www.acnew.org.uk
Mencap Cymru Helpline	
0808 808 1111	www.mencap.org.uk/wales
MIND	
01352 757637	www.flintshiremind.org.uk
North East Wales Carers Information Service (NEWCIS)	
01352 752525	www.carers.org/local/wales/flintshire
Flintshire Disability Forum	
01352 755546	
Social Services First Contact, Tŷ Dewi Sant, St. Davids Park, Ewloe, CH5 3FF	
01352 702000	SSDUTY@flintshire.gov.uk www.flintshire.gov.uk/careinfo

COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS

We are aware that despite our best efforts there may be occasions when you need to make a complaint. Any complaint about the services can be made to your Social Worker, their Team Manager or you can contact:

The Complaints Officer
Social Services
County Hall,
Mold,
Flintshire, CH7 6NN 01352 702623

Email: myview@flintshire.gov.uk

A leaflet 'Your right to compliment and complain' which explains how your comments can be made and how they will be dealt with is available from the same address or online at: www.flintshire.gov.uk/careinfo

A wide range of information on the care and support system in Wales is available online at:

www.dewis.wales

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch a 01352 702000 gael fersiwn Gymraeg.

This document is available in Welsh. Please contact 01352 702000 for a version.

This leaflet is available in alternate formats including Braille and Large Print on request to 01352 702000.