

Children & Young People - Prevention & Social Care Have your say



Information for Adults

Customer Feedback

(Complaints, Comments, Compliments, Concerns, Questions & Suggestions)

At Wrexham Children & Young People Department we are doing our best to provide services of a high standard to a large number of people every year. Much of the time, we cannot know that anything that has gone wrong unless you tell us. Equally, we also like to know when we are getting it right!

In any of these events, we would like you to tell us.

Comments

Even if you just want to make a comment about a particular service, we still want to hear it. This can also help to shape and improve the services we provide in the future.

Compliments

Please contact us when you think we have done well. It will help us in trying to make sure that the standard of service you have received can be provided to other people in the future.

Concerns

If you want to raise a concern in total confidence and not take the matter through the complaints procedures, you can do this by contacting the Customer Services Manager. The matter will be dealt with and you will be advised of the outcome.

Questions & Suggestions

You may wish to make a suggestion about how things can be improved, or have a question you would like answered. If so, they will be forwarded directly to the most appropriate person to either provide an answer or consider the suggestion.

**This leaflet is available in other media formats.
For more details please contact Customer Services
Telephone: 0800 5876708**

Complaints

You may be unhappy with a service you have received or are receiving and you wish to make a complaint. If so, you can make your complaint to any member of staff who will take your details and forward them to Customer Services who will arrange for the matter to be dealt with.

Stage One (Local Resolution Stage)

- Your complaint will be recorded and the relevant manager notified within 24 hours. Every effort will be made to make sure the problems are sorted out at this stage.
- You will have a written reply within 10 days – unless you give permission for the time to be extended.

Stage Two (Formal Consideration Stage)

- If the problem cannot be resolved at Stage One, it may be appropriate to appoint an independent mediator to try to assist in reaching resolution. If this is the case, this option will be discussed with you.
- If your complaint is to be investigated, the Customer Services Manager will arrange for someone outside the service in question to investigate the complaint.
- An Independent Person will also be appointed to ensure that the investigation is carried out in a fair, unbiased and effective manner.
- You are welcome to ask a friend, relative or someone from a voluntary organisation to accompany you during the process.
- The investigating officer will produce a report of his / her findings for the relevant Head of Service.
- The Head of Service will write to you within 28 days (with the more complex investigations this may take up to 3 months) with the outcome of the investigation and, if necessary, what will be done to put things right.

Stage Three (Independent Review Panel)

- If you are not happy with the Head of Service's decision, you can ask for any part you are unhappy with to be considered by an Independent Review Panel.
- The Review Panel will meet with you and relevant staff and consider all the complaint documentation.
- They will prepare a report for the Head of Children & Young People Service and make any recommendations they feel appropriate.
- You will receive a copy of the outcome of the Panel hearing and the recommendations and the Head of Children & Young People Service will write to you to tell you what they plan to do.

If you disagree with the outcome and feel that your complaint has not been dealt with correctly you can appeal to your Local Government Ombudsman.

If you believe that your complaint has not been dealt with fairly and is the subject of maladministration you can contact:

The Public Services Ombudsman for Wales
Public Services Ombudsman For Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
Tel: 0845 6010987 (calls charged at local call rates)
Fax: 01656 641199
E-mail: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk

If you require any further advice or clarification on any aspect of the complaints procedure, please contact Customer Services on 01978 292007.

Customer Services Team
Social Services Department
Wrexham County Borough Council
Crown Buildings
31 Chester Street
Wrexham
LL13 8ZE

Telephone: 01978 292007
Freephone: 0800 5876708
Fax: 01978 298029

Please visit our website at www.wrexham.gov.uk/socialservices

Useful Helplines

Wrexham County Borough Council, Children & Young People - Prevention & Social Care Department
Telephone: 01978 292039

Wrexham County Borough Council, Emergency Duty Team
Telephone: 0845 0533 116

Care Standards Inspectorate for Wales
Telephone: 01352 707900

Other people you could contact

- Your local Councillor
- Your local Assembly Member
- Your local MP
- An advocacy or support group