Social Services Complaints

This booklet is to tell you about the complaints process in Wrexham.
Wrexham Council have a Complaints Team to listen to your complaint. This is to make sure your complaint is dealt with properly and within the rules.

Every Council in Wales follows the same rules for dealing with complaints, which were updated in August 2014.

This leaflet tells you what to do if you are unhappy with how we deal with your complaint.
Stage 1 - Talking to the Manager

We will listen to your complaint and let the Complaints Team know about it so that they can make a record of it.

The Complaints Team will let you know that we have your complaint within 2 working days of it coming to us.

Working days are the days our offices are open. This means it may take us longer to contact you if your complaint arrives over the weekend.

You will be able to talk to the Team Manager within 10 working days of us letting you know that we have your complaint.
You will be able to meet the manager face to face or talk over the telephone - You can choose.

We will try very hard to fix the problem that you have told us about in your complaint.

When you have spoken to the Manager and agree how the problem can be fixed, they will write to you within 5 working days of your meeting.
Stage 2 - Independent Investigation

If you are not happy after stage 1, you will need to contact the Manager or the Complaints Team.

You will need to tell them why you are not happy. You will also need to say what it is that you would like to happen.

The Complaints Team will decide whether your complaint needs an Investigation or if your complaint can be sorted out another way. An Investigation is when your complaint needs to be looked at more closely.

The Complaints Team will arrange for a person called an Independent Investigator to investigate. This person does not work for Wrexham Council.

This person will look at everything about your complaint. They might interview people.
They will write a report to say what they have found out, what they think about it and what they think should happen next.

The report will go to the Director of Social Services.

The Director will write to you and send you a copy of the report.

This should happen within 25 working days from the date that the investigation started looking into your complaint.

This is normally the date that the Independent Investigator contacted you first.

If your complaint is more complicated, it can take longer than 25 working days.
You can ask that your complaint is looked at straight away at Stage 2 (Independent Investigation). We do advise you to speak to a Manager first. It can help to get things sorted out more quickly and more easily for everyone.

We do hope that you would give the Manager the chance to reply to your complaint first.

By law, an independent person is used for complaints regarding Children’s Social Care Services. This is so that they can make sure the investigation is fair and in line with the rules.
If you need any advice about the complaints procedure, you can contact:

Complaints Team
Wrexham County Borough Council
Guildhall
Wrexham
LL11 1AY

Telephone: 01978 292087

E-mail: complaints@wrexham.gov.uk

www.wrexham.gov.uk/complaints
If you are unhappy and you think that your complaint has been looked at unfairly, you can contact:

The Public Services Ombudsman for Wales
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Telephone 0300 790 0203

Fax 01656 541199

E-mail ask@ombudsman-wales.org.uk

www.ombudsman-wales.org.uk
Useful Contact Numbers:

Complaints Team                  01978 292087

Children and Young
People Services                    01978 292039

Adult Services                     01978 292066

Social Services

Emergency Duty Team
Children’s and Adult’s          0845 0533116

Care and Social Services

Inspectorate Wales            0300 7900 126

Public Services

Ombudsman for Wales            0300 7900 203

Children’s Commissioner
for Wales                       01792 765600
Useful Contact Numbers:

Child Line                          0800 1111

NSPCC Child Protection             0800 800 500

Other people you could contact:

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