Adult Social Care and Children’s Social Care

Representation and complaints procedures in Social Services departments are a statutory requirement. They were introduced under the Children Act 1989 and the Health and Social Care (Community Health and Standards) Act 2003. New complaints regulations came into force on 1 August 2014.

This leaflet gives details of the complaints procedure and advice on what you should do if you remain dissatisfied once the issue you have raised has been dealt with. If you raise your complaint verbally and it gets resolved by the end of the next working day, it will not be considered under these procedures.

Please note, complaints relating to Adult or Child Protection will be dealt with in accordance with those procedures. Matters where there is ongoing or potential legal involvement will also not be considered through the procedures.

A copy of the Statutory Social Services Complaints Procedure Policy can be obtained online at www.wrexham.gov.uk/complaints

Stage 1 (Local Resolution)

- Your complaint will be recorded and acknowledged within 2 working days of us receiving it.
- You will have the opportunity to discuss your complaint with the team 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 team manager have agreed on how your complaint will be resolved, they will write to you within 5 working days of that date.
- If you remain dissatisfied after the response you can request that the matter is escalated to Stage 2. This request will be considered by the Complaints Team.
Stage 2 (Formal Investigation)

- If you remain dissatisfied following your response at Stage 1, you should contact the Complaints Team to inform them of your request to escalate your complaint to Stage Two. When doing this, you will need to clearly state the reason(s) why you remain dissatisfied and confirm what your desired outcomes are.

- If your complaint is to be investigated, the Complaints Team will arrange for an Independent Investigator to investigate. This is someone who is not employed by Wrexham Council. The role of the Independent Investigator is to review all documentation relating to the complaint, interview all relevant people and produce a report for the Director of Social Services stating their findings, conclusions and recommendations.

- The Director of Social Services will then write to you with their response, which will also include a copy of the investigation report.

- This process should be completed within 25 working days of the agreed start date of your investigation. This will usually be from the day the Independent Investigator contacts you. With more complex cases, additional time may be required. If this is the case, this will be communicated to you.

- In accordance with legislative requirements, an Independent Person is appointed for complaints regarding Children’s Social Care services in order that they can oversee the investigation process.

- You have the right to request that your complaint is dealt with immediately at Stage 2, however it is hoped that the department will be given the opportunity to respond to your concerns in the first instance.

Public Services Ombudsman for Wales

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

Public Services Ombudsman For Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

E-mail: ask@ombudsman-wales.org.uk
Website: www.ombudsman-wales.org.uk
Tel: 0300 790 0203

Complaints Team Contact Details

Complaints Team, Wrexham Council, Guildhall, Wrexham, LL11 1AY

E-mail: complaints@wrexham.gov.uk
Website: www.wrexham.gov.uk/complaints
Tel: 01978 292087