

Social care for adults and children

# Compliments, comments and complaints

Revised March 2012

Contains a FREEPOST feedback form



## Your feedback is important

We want to make sure that you are satisfied with our services.

We need to know what we are doing well, what we can do better and what we are doing wrong. This is why we welcome all feedback about our services

## How you can give us feedback

### You can tell us what you think by:

- telling any members of our staff you have contact with
- filling in the feedback form attached to this leaflet and sending it to the Social Care Customer Relations Team at **FREEPOST SOCIAL CARE CUSTOMER FEEDBACK** or handing it to any member of staff - you only need to write this one line of address and you do not need to add a stamp
- sending a letter to the Social Care Customer Relations Manager at **FREEPOST SOCIAL CARE CUSTOMER FEEDBACK**
- sending a fax to the Social Care Customer Relations Manager at **01392 382577**
- phoning the Customer Relations Team free on **0800 212783**
- emailing the Customer Relations Team at **sscomp@devon.gov.uk**
- contacting us through our website at **www.devon.gov.uk/socialcarefeedback**

# How we deal with your feedback

## Compliments

When we receive your compliment, we will write to thank you and will pass your thanks to all the people concerned. We will make sure that your thanks are recorded on their personal record of employment.

## Comments

When we receive your comment, we will write to acknowledge receipt within 3 working days. A manager will let you know within 20 working days how we will put your suggestion into practice or will explain why we can't.

## Complaints

Please let us know if:

- we tell you we will do something but we do nothing
- we take too long to do something we have promised to do
- we tell you that we cannot help you, when you believe we should
- you think a member of our staff is rude or treats you badly
- you are dissatisfied with any other aspect of our service.

# Social care complaints procedures

If you are unhappy with the service you have received from adult or children's social care, you are entitled to make a complaint or raise your concerns, knowing that it will not affect your current or future care, that you will be treated confidentially and sensitively, and that you will receive a response from us. Your feedback is welcomed and is used to help us improve our services.

We hope that most concerns can be settled easily and quickly by discussing the problem with the member of staff involved with your care. If you tell them what is worrying you, they will try to find a solution or advise you who is best to speak to. If you prefer, you can contact the manager for the service you are concerned about.

## What happens next in the adult's complaints process

All complaints about adult social care are managed in accordance with the Local Authority Social Services & NHS Complaints (England) Regulations 2009.

When we receive your complaint, the Social Care Customer Relations Team will contact you within 3 working days to acknowledge receipt. We will be able to discuss your complaint with you and agree the most appropriate option and timescales for investigating and responding to your concerns.

## What happens next in the children's complaints process

All complaints about children's social care are managed in accordance with the Children Act 1989 Representations Procedure (England) Regulations 2006 which has 3 distinct stages.

### Stage 1

However you choose to complain, it will be taken seriously and looked into locally by a manager. You will receive a written reply. This will usually be within 10 working days of us receiving your complaint, however it may take up to 20 working days depending on the complexity of your concerns.

If you are unhappy with the response to your complaint at Stage 1, you can request that your complaint is considered at Stage 2 of the process.

### Stage 2

You need to tell the Social Care Customer Relations Team what you are unhappy about and what you would like to happen to put things right. We can arrange help for you to do this if it is needed.

We will acknowledge receipt of your request to consider your complaint at Stage 2 and advise you how we will deal with it.

An independent Investigating Officer will be appointed to investigate your complaint. In addition, an Independent Person will be appointed to ensure that the process of investigation is open, transparent and fair. The Investigating Officer will write a report with their findings and recommendations. A social care senior manager will consider the report and then write to you with their decision.

The Council's response should be sent to you within 25 working days. However, depending on the complexity of the complaint and extent of investigation required, this can be extended to 65 working days with your agreement.

If you are still unhappy when you have received the response, you can request to go to Stage 3 of the process (Review Panel Hearing).

### Stage 3

You must make your request for a Review Panel Hearing to the Social Care Customer Relations Manager, explaining what you are unhappy about and what you expect from the Review. You should make your request within 20 working days of receiving the response letter from Stage 2.

A Review Panel Hearing is a meeting with an independent chairperson to consider whether we adequately dealt with your complaint at Stage 2.

The Review Panel is made up of three independent people, one of whom will chair the Hearing. None of these people will be connected with your complaint or the Council, or have any prior knowledge of the investigation.

The Review Panel Hearing will be arranged and held within 30 working days of us receiving your request. You may attend to present your case and you can bring someone with you to speak for you if you wish.

The recommendations and notes of the Review Panel will be sent to the Strategic Director of social care services within 5 working days of the Hearing. The Council will consider its decision and write to you within 15 working days of receiving the notes and recommendations.

## What if I am still unhappy?

If you are still unhappy with the outcome of your complaint, you can contact the Social Care Customer Relations Team who can advise on how to proceed. If you remain unhappy with the Council's final response, you have the right to refer your complaint to the Local Government Ombudsman.

The Local Government Ombudsman looks at complaints about councils. If you are dissatisfied with the result of your complaint to Devon County Council, or with any part of the complaints process, you have the right to refer your complaint to the Local Government Ombudsman, who can be contacted at:

**Local Government Ombudsman**

**PO Box 4771**

**Coventry CV4 0EH**

**Advice line: 0300 061 0614 Web:**

**[www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)**

## How do I find out more about the complaints procedures?

If you would like further information about either the adult's or children's complaint procedures and how we will work with you under the associated regulations to resolve your complaint, you can contact the Social Care Customer Relations Team by:

- sending a letter to  
**FREEPOST SOCIAL CARE  
CUSTOMER FEEDBACK**
- sending a fax to **01392 382577**
- phoning the Customer Relations Team free on **0800 212783**
- emailing the Customer Relations Team at **sscomp@devon.gov.uk**

## How do I give feedback to Devon County Council which is **not** about social care?

You can use Devon County Council's Corporate Complaints procedure. If you are not sure which procedure applies to you, you can contact the Social Care Customer Relations team or you can contact the Corporate Customer Relations Team on the contact details below.

- **Email:**  
**customer.relations@devon.gov.uk**
- **Freephone:**  
**08081 683750**
- **Write to:**  
**Devon County Council,  
Corporate Customer Relations  
Team, Room 120, Topsham Road,  
County Hall, Exeter EX2 4QD**



# Useful contacts

## Care Quality Commission (CQC)

The CQC regulates health and social care services in England.  
National Customer Service Centre:

**Tel: 03000 616161**

**Web: [www.cqc.org.uk](http://www.cqc.org.uk)**

## Ofsted

Ofsted is the Office for Standards in Education, Children's Services and Skills. It inspects and regulates services which care for children and young people, and those providing education and skills for learners of all ages.

**General helpline: 0300 123 1231**

**Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

**Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)**

## Children's Commissioner for England

A government office set up to promote the views and best interests of children and young people.

**Tel: 020 7783 8330**

**Email: [info.request@](mailto:info.request@childrenscommissioner.gsi.gov.uk)**

**[childrenscommissioner.gsi.gov.uk](http://childrenscommissioner.gsi.gov.uk)**

**Web: [www.childrenscommissioner.gov.uk/info/contact](http://www.childrenscommissioner.gov.uk/info/contact)**

For further copies of this leaflet  
or if you need this leaflet in an  
alternative format contact the  
Customer Relations Team on  
**0800 212783** or email:  
**sscomp@devon.gov.uk**



[www.devon.gov.uk](http://www.devon.gov.uk)



# Compliments, comments and complaints

## Adult and children's social care feedback form

When you have filled in this form, please send it direct to our Social Care Customer Relations Team using the Freepost address at the end. If you have any queries, you can contact the Customer Relations Team on Freephone **0800 212783** or at **sscomp@devon.gov.uk** Someone else can fill in the form for you if you prefer.

### About you

Your name (block capitals):

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Your address:

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Postcode:

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Your telephone number: Work:

Home:

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Mobile:

Email address:

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### If you are completing this form on behalf of a service user

Please provide the following details about them:

Their name (block capitals):

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Their address:

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Postcode:

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Their telephone number: Work

Home:

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Mobile:

Email address:

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Your relationship to the service user:

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### Your feedback

Is your feedback a: Compliment  Comment  Complaint

**Which service are you giving feedback about?**

(please give the name of the service or the name of the person you have dealt with):

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