

Social Services caring for people

We want to know what you think about our services



Comments



Compliments



Complaints

You may want to tell us . . .

- **about a good service you have received**
- **about how we could improve our service**
- **about a complaint when things go wrong.**

All this will help us improve our services.

Our complaints procedure

Copies of the procedure are available in all Social Services Offices.

If you are not satisfied with a service you have received from us, first talk to your Key Worker, Social Worker, or their manager. They will listen to you and if necessary write down exactly what the problem is and what you think should be done. They then have 14 days to try and sort out the problem.

What happens if I'm still not happy?

If after talking with the Team Manager you are still not satisfied you have 28 days to contact the Complaints Manager to discuss your complaint.

Or simply fill in and return the Freepost form on this leaflet.

What happens next?

Once your complaint has been registered it will be thoroughly investigated by the Complaints Manager. You should receive a report within 28 days.

What if I'm still not satisfied?

If you are not happy with the report about your complaint and the response from the department you have the right to ask the Local Government Ombudsman to look at your complaint. This is a free service and the address is at the bottom of the page.

What if the problem is about a service not provided by the Social Services?

If you are not sure who to complain to, send your complaints form to the Complaints Manager who will pass it on to the right organisation.

**Complaints Manager
North Somerset Council
Adult Social Services and Housing
Town Hall
Weston-super-Mare BS23 1UJ**

Tel: **01275 882 171** This is a 24 hour, seven day a week line. Voice mail out of office hours will be picked up and responded to on the next working day.

email: **christopher.orlik@n-somerset.gov.uk**

The Local Government Ombudsman, whose address appears below, will only look at complaints once the council's own procedures have been exhausted.

**The Local Government Ombudsman
The Oaks No 2
Westwood Business Park
Coventry CV4 8JB**

Tel: **0345 602 1983**

Today's date:

I wish to make a:

comment compliment complaint

My name is:

My address is:

Postcode:

Tel:

email:

Other means of contacting you if your home address is not available:

What is your comment, complaint?

I would like an advocate

I would like an interpreter



North Somerset Council
Complaints Manager Christopher Orlik
Town Hall
Wattiscote Grove Road
Weston-super-Mare
BS23 1UJ

Can I get help making my complaint?

Yes. We will put you in touch with an advocate who you can talk to about your complaint. They can be there when you are being interviewed about your complaint and can help you write letters. Or you can ask a friend to help you.

This is a free service. You can talk to an advocate before you make your complaint.

To ask for an advocate call:

Care Connect: **01275 888 801**

email: **care.connect@n-somerset.gov.uk**

Or contact the Complaints Manager on: **01275 882 171**

email: **christopher.orlik@n-somerset.gov.uk**

Remember

- we want to know what *you* think, good or bad
- we will look into complaints quickly and fairly
- we will keep you informed of progress
- we will *never* cut or take away a service because you have complained.

This leaflet is available in other formats.

Help is also available for people who require council information in languages other than English.

Please contact Christopher Orlik 01275 882 171



Adult Social Services and Housing
Town Hall, Weston-super-Mare BS23 1UJ