



# Have Your Say About Social Care Services



If you would like this information in large print, Braille or on audiotape please phone **01267 228703**

If you would like more detailed information about any part of the complaints process please contact the Complaints and Compliments Team, who will be happy to help.

You can find information about services provided by Carmarthenshire County Council on our website at: [www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)

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## We would like to hear from you

We want the services we provide to be the best possible and that's why your feedback is important to us.

You may feel unhappy with the service you receive or you may want to make a suggestion that helps us improve it. We also hope that there are times when we do something well.

## Complaints

We recognise that everyone has a right to make a complaint and we can learn valuable lessons from them.

**Your complaint may well improve things for everyone.**

If you are unhappy with our services, you have a right to complain.

**You can do this if:**

- we haven't given you a good service
- you don't get the services you think you need
- you think someone else is not receiving a good service

## Compliments

We would like to know when you have been impressed or pleased with our service. We can use these examples to share best practice amongst our staff.

Please tell us when you are unhappy with our services, or have an idea to make services better.

You can tell the staff you have contact with, or get in touch with the Complaints and Compliments Team.

## How to contact us...

You can contact the Complaints and Compliments Team in the following ways:

- By phone on **01267 224488**
- By email **complaints@carmarthenshire.gov.uk**
- By completing our online complaints and compliments form available at:  
**[www.carmarthenshire.gov.uk/complaintsandcompliments](http://www.carmarthenshire.gov.uk/complaintsandcompliments)**
- By freepost using the form at the end of this booklet. You do not need a stamp
- By fax on **01267 224636**
- By textphone on **01267 228659**
- By recording your complaint on a tape, a video or a DVD

If your complaint is about a vulnerable adult who may be subject to abuse as a result of poor services, please contact Careline Plus on **01267 224466**.

## How do I complain?

There are 3 stages.

### Stage 1 - Explain the problem to the staff involved

Tell us what the problem is and what you'd like us to do about it. We will try to sort out any difficulties quickly. If you like, you can ask someone you know to help you talk to us.

We'll contact you with our response in 10 working days. If we need more time we will contact you before the 10 days to explain why. We can ask for an extension of up to 10 more working days.

If you don't agree to this extension the complaint has to be concluded within the original 10 days or go straight to Stage 2 for a formal investigation.

## Stage 2 - If you are not happy with our response at Stage 1

You should contact the Complaints Officers.

They will get back to you within 5 working days with the name of the Independent Officer who will investigate your complaint at Stage 2.

When a complaint is about a child, the Children Act 1989 says that we must involve an Independent Person. This is someone who is not employed by the Council or related to anyone involved in the service being investigated. The Independent Person makes sure that the investigation is carried out fairly and everyone involved is able to have their say.

We'll normally give you our response in 25 working days. Usually we do this by writing to you. But we can also send you the response on tape or we can arrange to see you and explain the outcome.

If we need longer we'll let you know why this is. We'll also give you a new date for getting back to you.

## Stage 3 - If you are not happy with the Stage 2 investigation you can ask for a review by an Independent Panel

The review process is completely independent of Social Services. You can ask for a review by contacting the Independent Secretariat or Complaints Officer within 20 working days. You will need to explain why you want to have a review.

You cannot ask for a review if your complaint has not been investigated by the Council.

The Independent Secretariat will arrange a review panel. There will be 3 people on the panel. The panel will be held at a time and place that is convenient to you.

The panel will meet and look carefully at what has happened. You will be asked to come to this meeting. If you like, you can bring someone along with you to help put your side of the story.

The panel will prepare a report within 5 working days which will be sent to you and to the Director of Social Care, Health and Housing or a delegated Head of Service, who will then write to you within 15 working days to explain how the panel's findings will be put into action.

**For more information about the Independent Complaints Secretariat please contact:**

Manager of the Independent Complaints Secretariat,  
Business Services Centre Pontypool, Mamhilad House,  
Mamhilad Park Estate, Pontypool NP4 0YP  
Telephone number: **01495 332487**

**If you don't like the outcome of your appeal contact:**

The Local Government Ombudsman  
1 Ffordd y Hen Gae, Pencoed, Bridgend CF35 5LJ  
Telephone number: **0845 601 0987**  
*(calls will be charged at local rate)*  
Email: **ask@ombudsman-wales.org.uk**

The Ombudsman does not usually look into complaints unless they have been through the Council's complaints process first.

**Other people you could contact:**

**Your local Councillor** – for a list of councillors contact the Democratic Services Unit on **01267 224208** or visit the Council's website **www.carmarthenshire.gov.uk**

**Your Assembly Member (AM), Member of European Parliament (MEP) or Member of Parliament (MP)**

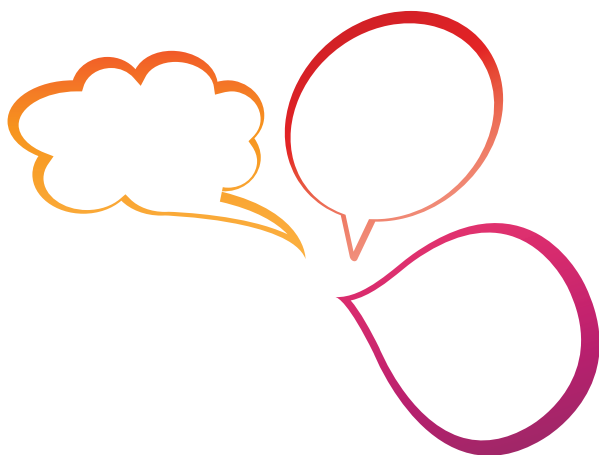
**An Advocacy or Support Group** – CAVS (Carmarthenshire Association of Voluntary Services) will give you more information: Telephone number: **01267 245555**

**CSSIW** (Care and Social Services Inspectorate for Wales) – for serious complaints about care services: Telephone number: **01267 223402**

**Children’s Commissioner for Wales**  
Telephone number: **01792 765600**

**Older People’s Commissioner for Wales**  
Telephone number: **08442 640670**

**Children’s Rights Officer**  
Family and Community Team  
24 Station Road  
Llanelli  
Carmarthenshire SA15 1AN  
Tel: **01554 745150**  
Fax: **01554 745156**



My name: .....

Address: .....

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Telephone Number:.....

Today's date: .....

My compliment or complaint: .....

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(Please continue on a separate sheet if you need to)

**Send this form to:**

Freepost RRZH - HXZC - AGLE  
Chief Executive's Department  
Carmarthenshire County Council  
County Hall  
Carmarthen  
SA31 1JP

*(You do not need a stamp).*