

Want to express appreciation or make a suggestion?

If you feel that a member of staff or particular service area has gone above and beyond to provide you with a service, we would be delighted to hear about it. It is good to provide staff with praise and thanks for all their efforts and the difference they make.

We are always aiming for high standards and sometimes we need suggestions to help us improve the services we provide.

Don't be afraid to contact us. We welcome your suggestions in order to help us improve our services for everyone.

How to contact us:

Telephone **0800 328 4061**

Email **sscomplaintsandinformation@caerphilly.gov.uk**

Website **<https://www.caerphilly.gov.uk/social-services-complaints>**

In writing **Complaints and Information Team, Social Services, Penallta House, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG**

Social Services

Do you have a Complaint, Comment or Compliment?

Let's work together to get things right



Want to complain about something?

We aim for high standards but sometimes things do go wrong. We will only be able to help you and try to put things right if you tell us you are unhappy.

If you are unhappy about the services you are receiving, you have a right to complain.

Don't be afraid to complain. We welcome your comments, both positive and negative, because they may help us to improve our services for everyone. The complaints process has two distinct stages. You may make your initial complaint at either Stage 1 or Stage 2.

Stage 1 – Local Resolution

Most problems are best sorted out by the staff who are working with you. Contact the person in charge of your local service or contact our Complaints and Information Officer who will speak to that person on your behalf. You can do this face-to-face, by telephone, in writing or by email. They will do their best to sort things out quickly. This should take no more than 10 working days.

Stage 2 – Formal Investigations

Contact our Complaints and Information Officer who will arrange for someone to investigate your complaint. This person will not work for Caerphilly County Borough Council. The Complaints and Information

Officer may also suggest resolving your complaint through mediation, if appropriate. Once the details of the complaint have been agreed with the Independent Officer, we will aim to provide you with a response within 25 working days.

If you are still not satisfied you can contact the Public Services Ombudsman for Wales at:
1 Ffordd yr Hen Gae, Court Road,
Pencoed, CF35 5LJ
Tel: 0300 790 0203
Email: ask@ombudsman-wales.org.uk

You can also contact the Care Inspectorate Wales (CIW) on 0300 7900 126 or
Email ciw@gov.wales

If legal proceedings are ongoing, we may not be able to investigate your complaint as the court process supersedes the complaints process.

For an explanation of how we will use your information including:

- Why we need it
 - Who we will share it with
 - How long it will be kept for
- please view our Privacy notices on our website
<https://www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Privacy-notices>