

## Social Services

# Complaints, Ideas and Praise

This leaflet tells you how to:

Tell us if you have had a **good service**

Or

**Complain** if you are unhappy about  
a service



**This leaflet is  
easy to read**

## Making a comment or giving praise

Social Services staff would like to know when you are happy with our services.



It is good to tell staff when they are doing their job right.

This will help Social Services when other people need help.

Social Services aim for high standards and sometimes need suggestions to help improve the services provided.



Your feedback is very important.

Social Services will listen to what you think.

Social Services will still give you the best help they can, whether you give good feedback or make a complaint.

# How to make a complaint

## Stage 1



## What should I do if I am unhappy?

Contact the Social Services Complaints Officer



Face to Face



Phone  
**0800 328 4061**



Writing or Feedback Form  
**Customer Services and  
Performance Manager  
Directorate of Social Services  
Penallta House, Tredomen Park,  
Ystrad Mynach,  
Hengoed CF82 7PG**



Email  
**[socialservices@caerphilly.gov.uk](mailto:socialservices@caerphilly.gov.uk)**



Online form  
**[www.caerphilly.gov.uk/socialcare](http://www.caerphilly.gov.uk/socialcare)**

Your problem should be dealt with and you should receive a response within 3 weeks.

## Stage 2

### What if I am still unhappy?



You can ask for someone who doesn't work for the Council to look at your complaint.

This person will talk to you and others involved.

You will receive a report within 5 weeks.

You will be offered the support of an advocate if you need one.

# I am still unhappy



You can contact the  
Public Services Ombudsman for Wales

The Ombudsman is the person to talk to if you think your council has not looked at a complaint you have made in the right way.

The Ombudsman decides things fairly and does not take sides.



1 Ffordd yr Hen Gae Field,  
Pencoed,  
Cardiff  
CF35 5LJ

# What happens when you make a complaint

## **Stage 1:**

If you are unhappy about something, contact the Social Services Complaints Officer.



## **Stage 2: Formal**

If you are unhappy with the response you got in stage 1, you have the right to have your complaint looked at again by someone not involved in providing your service.



## **Ombudsman:**

If you are still unhappy with the response you got you can contact the Local Ombudsman.

Business Reply  
Licence Number  
RRTT-LLLG-BGRA

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Customer Services and Performance Manager  
Caerphilly County Borough Council  
Penallta House  
Tredomen Park  
Ystrad Mynach  
HENGOED  
CF82 7PG

## FEEDBACK FORM / FFURFLEN ADBORTH

### About You / Amdanoch Chi



NAME / ENW:

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ADDRESS / CYFEIRIAD:

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E-MAIL / E-BOST:

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TELEPHONE / RHIF FFÔN:

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## What would you like to tell us about? Beth ydych am ddweud wrthym?

Tick one box / Ticiwch un blwch

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**If we have done something well**  
**Os ydym wedi gwneud rhywbeth yn dda**

☐

**If you are not sure about something**  
**Os nad ydych yn sicr am rywbeth**

☐

**Your ideas to make services better**  
**Eich syniadau i wella gwasanaethau**

☐

**If you are not happy about something**  
**Os nad ydych yn hapus am rywbeth**

**Tell us about your complaint, idea or praise**  
**Dwedwch wrthym am eich cwyn, syniad neu ganmoliaeth**

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