

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



Online form
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
Penalta House
Tredomen Park
Ystrad Mynach
HENGOED
CF82 7PG

FEEDBACK FORM / FFURFLEN ADBORTH

About You / Amdanoch Chi



NAME / ENW:



ADDRESS / CYFEIRIAD:



E-MAIL / E-BOST:



TELEPHONE / RHIF FFÔN:

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

Tick one box / Ticiwch un blwch



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
