



Compliments Comments Complaints



We need you to tell us how you feel about the service you receive.

We like to know when we are getting it right - and we can improve things if you tell us when we are getting it wrong.

You can contact us by using the tear off page attached to this leaflet, emailing us via our web site, telephoning, faxing or visiting your local Advocacy Service. The contact details are overleaf.

Comments and Compliments

Let us know when:

- You are pleased with a service or with a member of staff who has helped you
- You want to comment about any part of our service or suggest ways we can do better.

This information will enable us to improve the way we do things.

Complaints

Sometimes things go wrong. When they do we need to know, so that we can put them right.

You can complain

- About any part of the service we offer you which you are not happy with
- If there is a service or assessment you think you need that we have not offered you
- If any action, attitude or behaviour of a member of staff has affected you or your family.

How to complain

Stage 1

If you have spoken to the person providing the service or their manager and are not happy with their response, you can request for your complaint to be raised at stage 1.

An Advanced Social Work Practitioner will be assigned to look into your complaint and respond within 10-20 working days.

If you are not happy with the response you receive at stage 1 you can request to go to **Stage 2**.

(Please note, a request for compensation will not be treated as a complaint but may be considered by the Council's Insurance Team)

Stage 2

Write to the Consumer Relations Officer with details of your complaint. If you need help to complain please tell us and we will help you to contact the Advocacy Service.

Your complaint will be acknowledged and investigated. We will try to respond within 25 working days. If your complaint is complicated, it may take up to a maximum of 65 working days.

An independent person will be appointed for complaints made by or on behalf of children.

Stage 3

If you are not happy with the investigation you can ask for a Review Panel. The 3 Panel Members will be independent of the Local Authority. You will be able to put your views to them in person. If you wish you can take a friend or other person to support you.

After the meeting the Panel will make recommendations to the Director of Worcestershire Children First who must respond within 20 days.

Representations Form

Name

Address

Post code

Telephone no.

Email

Service user's name (if different)

.....

Compliment

Comment

Complaint

Have you already spoken to us about this matter?:

YES **NO**

If yes, please tell us who you contacted:

.....

When did you contact them:

.....

You can contact us in the following ways:

By telephone:

01905 844096

By post:

Consumer Relations Officer

(Children's Social Care Services)

Worcestershire County Council, County Hall,
Worcester, WR5 2NP

By email:

representations@worcestershire.gov.uk

Online:

worcestershire.gov.uk

If you are still not satisfied you can contact:

The Local Government and Social Care Ombudsman:

PO Box 4771, Coventry CV4 0EH

Email: advice@lgo.org.uk

Telephone: 0300 161 0614

If you prefer your MP, local councillor or a solicitor may be able to help you.

Useful contacts:

Advocacy Service:

Onside Advocacy

Telephone: 01905 27525

Consumer Relations Unit:

Worcestershire County Council, County Hall,
Worcester, WR5 2NP

This publication can be made available in other formats (including large print, audio tape, computer disc and Braille) on request from the Consumer Relations Officer on telephone number **01905 844096**

If you can not understand the contents of this document and do not have access to anyone who can translate it for you please contact **01905 844096** for help

To the best of our knowledge all information is correct at time of publication. May 2021.

Find out more online:

www.worcestershire.gov.uk

I acknowledge that the Consumer Relations Unit and Worcestershire County Council will hold and process my information in accordance with the General Data Protection Regulations.

For more information, please see our privacy notices (http://www.worcestershire.gov.uk/info/20569/how_we_use_your_information/1909/consumer_relations_privacy_notice) on our website.

Business Reply
Licence Number
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2

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Worcestershire County Council
County Hall
Spetchley Road
Worcester
WR5 2NP