

What to do if you are not happy with social work services



SOCIAL WORK and HEALTH

We aim to provide good-quality services, but sometimes things can go wrong.

If we make a mistake and you are not happy with the way we have delivered a service, we would like to hear from you.

You have a right to complain, and we will not treat you unfairly if you do. You might not like to complain, but if you feel that something is wrong, we can only put it right if you let us know.

This booklet explains how you can make a complaint about our services.

How do I make a complaint?

- The quickest way to solve most problems is to speak to the person you normally deal with in social work, or speak to their manager.
- We will try to sort out the problem and let you know how we have solved it. This is called a stage-one complaint.
- We will normally try to sort out the problem in this informal way. This allows most people to have the matters that concern them dealt with as quickly as possible.
- However, if you do not want us to deal with your complaint in this way, you can write to us to complain or fill in the tear-off slip at the back of this booklet (a stage-two complaint).

What to do if you are still not happy

- You have a right to have your complaint recorded and investigated independently. This is called a stage-two complaint. You can do this by writing to us or by filling in the tear-off slip at the back of this booklet.

- We will write to let you know we have received your complaint and tell you what we will do to investigate it. We will do this within five working days of receiving your complaint.
- We will tell you the name of the person who will investigate your complaint.
- We keep a written record of your complaint. This helps us to improve our services.

What happens next?

- The person who will investigate your complaint will get in touch with you.
- This person will speak to you about the complaint.
- We will carry out a thorough investigation.
- We will give the findings from the investigation to a senior person who will send you an answer to your complaint within 28 working days of getting your complaint.
- If we can't do this in time, we will get in touch with you and explain why. You will then need to agree a new date.

What to do once you have a written answer

- If you are satisfied with our answer, you should fill in and sign the form we have sent you, and then return it to us.
- If you are not satisfied, you can ask us to review the matter.
- If you want a review, you must write to us within 28 days of getting the answer.

- We will then send your letter to a senior manager, who will get in touch with you.
- If you are still not satisfied, we will send your complaint to the Complaints Review Committee.

The Complaints Review Committee

This committee is made up of people who do not work for Angus Council. It is chaired by a person who is independent of the council.

The committee will want to talk to you. Before you meet them, you can ask for someone to help you get ready what you want to say.

This person can be someone from the council, or anyone else you want. The person can come with you to meet the committee.

The committee will make a decision and this has to be sent to the Social Work and Health Committee within 56 days of you asking for a review.

The Social Work and Health Committee will decide if they accept what the Complaints Review Committee has said. They will do this within 42 days of the meeting between you and the Complaints Review Committee.

If you want to ask any questions, you can contact us at:

Angus Council Social Work and Health
Freepost RRAZ-UZYZ-SYXH
St Margaret's House
Orchard Loan
Orchardbank Business Park
Forfar
DD8 1WS.

(This is a Freepost address. You do not need a

stamp.)

Who to contact if you are still not satisfied

If you are still not satisfied with the decision made by the Complaints Review Committee, you have the right to ask the Scottish Public Services Ombudsman to look into your complaints.

How to make a complaint to the Scottish Public Services Ombudsman

If you think you need to contact the Scottish Public Services Ombudsman for more information or advice about sending in a complaint, write to the Ombudsman at:

4 Melville Street
Edinburgh
Phone: 0800 377 7330
E-mail: ask@spsso.org.uk

You can ask them to send you a complaint form to fill in or you can just write a letter. All complaints must be made in writing. The service is completely independent and is provided free of charge.

What if I need help to make a complaint?

- Ask a friend, relative or neighbour to come with you to complain or help you write a letter.
- We have a clients' rights service, which may be able to help you. You can phone this service on 01307 474848 or 07801 912 850 (this is a mobile-phone number).
- If someone does make a complaint for you, we will check that you have agreed to this before we look into your complaint.

Complaints to the Care Commission

The Care Commission is a national organisation set up to regulate certain care services.

If you are concerned about a social-work service we provide and which the Care Commission is responsible for, you should first use the procedures described in this leaflet.

However, if you are still concerned about a care service the Care Commission is responsible for, you can contact them at:

The Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY.

You can also phone 0845 6030890.

The care services we provide which the Care Commission has responsibility for include:

- care homes;
- nurse agencies;
- support services (for example, daycare services);
- independent health care;
- early-years services, including childminding and nursery services;
- foster care and family placement services; and
- adoption agencies.



If you need more information, please contact:

Angus Council
Social Work and Health
St Margaret's House
Orchard Loan
Orchardbank Business Park
Forfar
DD8 1WS.

Phone: 01307 461460

Fax: 01307 474899

E-mail: socialwork@angus.gov.uk

Social-work complaints form

Please fill in this form if you want to complain about a social-work service.

Name:

Address:

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Phone number:

We will keep your personal details confidential. We will not share them with anyone else unless the law allows us to.

Are you making a complaint for someone else?

Yes No

Do they know that you are complaining on their behalf?

Yes No

If 'Yes', please give their details.

Name:

Address:

.....

.....

Phone number:

Angus Council Social Work and Health

Freepost RRAZ-UZYZ-SYXH

St Margaret's House

Orchard Loan

Orchardbank Business Park

Forfar

DD8 1WS.

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Mark

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Clarity approved by
Plain English Campaign



You can get this leaflet in large print, in Braille or on audio tape by phoning us on 01307 474151.

We can provide this information in other languages if you need it.

Call ACCESSLine 08452 777 778 -
your direct line for council services.