

Ceredigion County Council **Social Care**

# **Are we getting it Right?**



**...taking care to make a difference**

# Large Print or other format/medium are available on request

please telephone



**01545 574000**



or Email

**[contact-socservs@ceredigion.gov.uk](mailto:contact-socservs@ceredigion.gov.uk)**

## **Porth Gofal Office Hours:**

**Monday – Thursday: 8.45 a.m. – 5.00 p.m.**

**Friday: 8.45 a.m. – 4.30 p.m.**

**You can find information about services provided by  
Ceredigion County Council on our website at:**

**[www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)**

Reviewed December 2019

## **Are we getting it right?**

### **Do you have any Comments, Complaints or Compliments?**

#### **Complaints – How to be heard**

If you are unhappy with Social Care, you have a right to complain.

We aim for high standards but sometimes things do go wrong. Unless you tell us, however, we will not know that you are unhappy. If you contact us, we will be able to work with you to put things right as soon as possible.

This leaflet explains how, with your help and that of the staff working with you, we can sort out your complaint. Guidance from the Welsh Government tells us how we must sort out complaints.

#### **Looking after your personal information**

If you make a complaint, we will respect your right to confidentiality. Although we will need to share the information you give us with others who might be dealing with your complaint, we will only do this if necessary. We will not pass on any information unless we have to do so by law, and will only pass on as much as is necessary.

There are **two stages** in the complaints process:

##### **Stage 1 – Local Resolution**

##### **Stage 2 – Formal Investigation**

## **Stage 1 – Local Resolution**

You will be contacted within 10 working days of the date of acknowledgement by the Complaints Team who will offer a face-to-face meeting or an opportunity to discuss your complaint over the telephone. This discussion will ensure that we understand your complaint and how you would want it to be resolved. If this is agreed we will write to you within five working days of the discussion confirming the agreed outcome.

### **Can I ask someone to help me with my complaint?**

You have the right to an advocate (someone who will help you state your point of view). If you are under 18 we will usually find you an advocate. If you are over 18 we will tell you where to find one. For more information regarding this please see Section on 'Advocacy Service' in this leaflet.

### **How long will it take?**

We should be able to resolve your problem within 10 working days. We cannot take longer than this unless you agree to give us more time.

### **How will we sort it out?**

We will arrange to meet to discuss the problem so that we can resolve it for you.

- We may agree to do what you ask
- We may have to apologise to you for having made mistakes
- We may have to explain things better

- We may suggest mediation – that means that we find someone else who will listen to what each of us has to say and suggest how we might move forward

The person looking into your complaint might need to read your file and ask questions before deciding on what should be done.

## **What can I do if I'm still not happy?**

You may ask for your complaint to be investigated by someone who is not involved with your service at all. This is known as **Stage 2** or **formal investigation**. You have 20 working days to let us know.

### **Stage 2 - Formal Investigation**

If you are still unhappy with the outcome following our consideration of the issues at the Informal Stage you can request that your complaint is progressed to Stage 2 – Formal Investigation. You may also ask for your complaint to be considered at Stage 2 in the first instance, but we would usually expect you to give us the opportunity to put things right at Stage 1.

All formal investigations must be undertaken by an Independent Investigator. The Independent Investigator is a person who has no links with the Council but has the specialist knowledge and skills to investigate your complaint in a thorough and objective way.

When your complaint is being investigated at Stage 2 we will write to you within 5 working days of receiving your request for a Formal Investigation, to make sure that we understand all the details of your complaint and the outcome you would like to achieve.

We will ask you to confirm that this is accurate and will also give you details of the Independent Investigator who will be in contact with you to discuss your complaint in more detail.

The date on which you confirm the detail of your complaint is called the 'start date' and we have 25 working days from this date to complete the investigation and send you with a written response.

If we are not able to achieve this deadline, we will write to you and tell you why there is a delay and when you will receive the response. This will be as soon as possible after the 25 working day deadline and no later than 6 months from the date we received your complaint.

In our response we will:

- summarise your complaint;
- describe the investigation undertaken;
- state whether the complaint is upheld or not upheld
- explain what action will be taken, if any;
- apologise if appropriate;
- enclose a copy of the Independent Investigators report. (If there is a specific reason why we do not, we will tell you);
- offer you an opportunity to meet with us to discuss the response and the Independent Investigator's report.

We will also tell you how you can complain to the Public Services Ombudsman for Wales if you are still not satisfied with the outcome of your complaint.

## **What happens next**

The Corporate Director/Corporate Lead Officer for Social Care will read the report and inform you of the final decision.

## **How long will this take?**

We will respond to you within the 25 working days. If this is impossible (for example when there is another investigation already going on), we will write to explain the delay.

## **What if I'm not sure who to complain to?**

Social Care work closely with lots of other organisations. You can complain to us about problems with any of your Social Care Services. We will listen to you and if you would like us to do so, we will pass on your complaint to another service.

You may have a complaint about a service we have arranged for you with another care provider, such as a Residential Care Home, a Domiciliary Care Agency, or a Day Service. Each organisation will have its own complaints process and we will usually send your complaint to them and make sure they deal with it properly. We will tell you exactly what we are doing.

If you have already complained to the other organisation, and you are not happy with their reply, then we will deal with your complaint at **Stage 2**.

If your complaint is about something we have provided jointly with another organisation, e.g. a package of care from both health and social care staff, we will look at your complaint together and usually send you one response.

## **Could I complain to anyone else if I am still not satisfied?**

The **Care Inspectorate Wales** (CIW) regulates all care services in Wales. You can complain directly to them about social care received from care homes and home care agencies, as well as services run by the Council.

You can complain to the **Public Services Ombudsman for Wales** about any aspect of public services. However, the Ombudsman prefers people to use the council's complaint process first.

The **Care Council for Wales** regulates professional social care workers and has the power to look into allegations of misconduct.

The **Commissioners for Children and Older People** can also investigate complaints.



## Contact Details

To contact our Complaints and FOI Team



**01545 574151**

**Complaints and Freedom of Information (FOI) Team  
Canolfan Rheidol  
Rhodfa Padarn  
Llanbadarn Fawr  
Aberystwyth  
Ceredigion  
SY23 3UE**



**E-mail: [complaints@ceredigion.gov.uk](mailto:complaints@ceredigion.gov.uk)**

**Care Inspectorate Wales  
Government Buildings  
Picton Terrace  
Carmarthen  
SA31 3BT**



**0300 790 0126**



**E-mail: [CIW.Carmarthen@gov.wales](mailto:CIW.Carmarthen@gov.wales)  
[www.careinspectorate.wales](http://www.careinspectorate.wales)**

**Public Services Ombudsman for Wales**  
**1 Ffordd yr Hen Gae**  
**Pencoed**  
**Bridgend**  
**CF35 5LJ**



**0300 790 0203**  
(Calls charged at local rate)



**E-mail: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)**  
**[www.ombudsman.wales](http://www.ombudsman.wales)**

**Children's Commissioner for Wales**  
**Oystermouth House**  
**Charter Court**  
**Phoenix Way**  
**Llansamlet**  
**Swansea**  
**SA7 9FS**



**01792 765600**



**E-mail: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)**  
**[www.childcomwales.org.uk](http://www.childcomwales.org.uk)**

**Care Council for Wales,**  
**South Gate House,**  
**Wood Street,**  
**Cardiff,**  
**CF10 1EW**



**0300 303 3444**



**E-mail: [info@socialcare.wales](mailto:info@socialcare.wales)  
[www.socialcare.wales](http://www.socialcare.wales)**

**Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.**

### **Advocacy Service**

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

**Ceredigion Independent Professional Advocacy (CIPA)** can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



**0800 206 1387**

**Advocacy West Wales** provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



**01437 762935**



**[www.advocacywestwales.org.uk](http://www.advocacywestwales.org.uk)**



**[admin@advocacywestwales.org.uk](mailto:admin@advocacywestwales.org.uk)**

**TGP Cymru** provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



**0808 1682599**



**01545 571865**



**midandwestwales@tgpcymru.org.uk**

## **Information Sharing and Confidentiality**

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

## **Emergencies**

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



**0300 4563554**

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



**01545 574000**

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name: .....

Address: .....

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Tel. No: ..... Date: .....

Leaflet received from:

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My compliment or complaint:

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(Please continue on a separate page if you need to)



Send this page to:  
The Complaints and FOI Team  
Canolfan Rheidol  
Rhodfa Padarn,  
Llanbadarn Fawr,  
Aberystwyth  
SY23 3UE

**Thank you for your comments**