

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 emailing, ringing or filling in a form on the Council website.

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 help 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 that we offer you which you are not happy with.
- If there is a service or assessment you think that 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 and share your concerns.

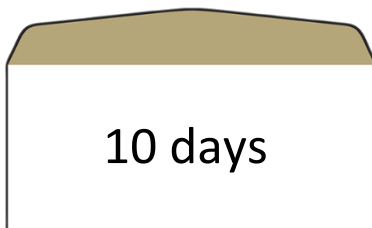
Early Conversation

If you are not happy or concerned, talk to the Team Manager or Service Manager. They can help fix things early. If you are still not happy after talking, you can make a formal complaint.



Stage 1.

Talk to the person providing the service, or the manager. They will try and resolve your complaint within 20 working days. Working days are Mondays to Fridays.



If you do not want to speak directly to them, you can contact the Complaints Team direct.

You will get a written response in 10 working days. If the complaint is complicated it may take a further 10 days, but we will talk to you about this.



We do not usually investigate complaints that happened more than 12 months ago.



If you are not happy with the response you receive at Stage 1 you can ask to go to Stage 2 of the complaint.



Stage 2.

Stage 2 happens if you are not happy with the response you receive to your complaint.

You can ask for a stage 2 investigation by



- Phoning.
- Emailing.
- Writing to the Complaints Officer.

An Independent Investigator and an Independent Person (someone who has not been involved in the case) will be appointed by the complaints team to take a look at what has happened on your behalf.

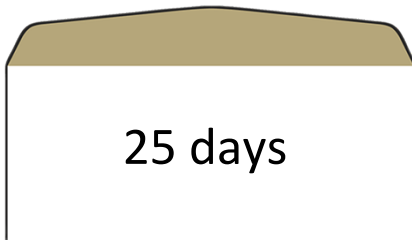
The Complaints Officer will discuss this with you.

The investigation should be completed within 25 working days with a maximum extension of up to 65 working days.

Throughout this process, we will keep you updated and informed of timescales.

A report will be made and checked by the Assistant Director of Children's Social Care. The final report will go to the Director of Children's Social Care.

If you are not happy with the response you receive at Stage 2 you can ask to go to Stage 3 of the complaint.





Stage 3.

Stage 3 happens if you receive your reply to your stage 2 complaint and you are still not happy.

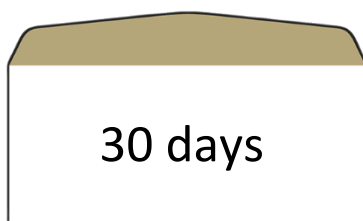


You can ask for your complaint to be reviewed by an independent group of people. These people have not been involved in the complaint before. They will check whether reasonable effort has been made to resolve your complaint and if anything can still be done.



Contact the complaints officer within 20 days of the reply to stage 2.

The Complaints Officer will discuss this with you.



We will aim to hold a Stage Review panel within 30 days. The panel will be made up of three independent people, who have not been involved in the complaint before.



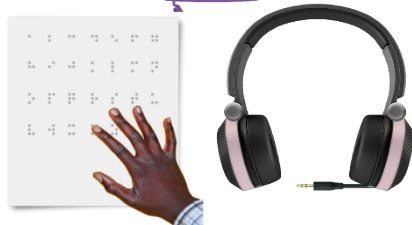
The Panel will produce a written report and must respond to complainant within 15 working days.

If after going through stages 1, 2 and 3 you are still not satisfied with the Council's response, you can take your complaint to the Local Government Ombudsman.

This is an organisation that looks at how Council's work. They can tell the Council to do things differently if they have done something wrong.



Local Government &
Social Care
OMBUDSMAN



Contact Us.

You can contact us in the following ways:

By telephone:

0345 140 0845

Online:

[Complaint form](#)

Write to us:

2nd Floor Magdalen House.

Trinity Road.

Bootle.

L20 3NJ.

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.

This publication can be made available in other formats by asking the Complaints Team on 0345 140 0845.

If you need support to understand this information, please contact us.