

## Social Services

# Complaints, Comments and Praise

This leaflet tells you how to:

Tell us if you have had a good service



Or  
Complain if you are unhappy with a service



This leaflet is easy to read

This information is also available in Welsh

## Making a comment or giving praise

Social Services need your comments and praise to help improve our services.



You might want to tell us about good things we have done. We call this **making a compliment**.

You might want to tell us about your ideas for making our services better. We call this **making a comment**.

Your comments are very important to us.

### **We will listen to what you think**

Whether you give praise or make a complaint Social Services will still give you the best help we can.

## Making a complaint



You might be unhappy about our services. If you are unhappy about any of our services, we would like you to tell us. We call this making a complaint.



If you would like help to make a complaint, you can ask someone you know to help you, or we can help you find an advocate. An advocate is a trained person who will support you with your complaint. You do not have to pay for using an advocate.

## Stage 1

Contact the Social Services Complaints Officer to tell us if you had a good service, or if you are unhappy with a service



Phone  
**0800 032 1099**



Face to Face



Write to

**The Complaints Officer  
Social Services  
Russell House  
Churton Road  
Rhyl  
Denbighshire  
LL18 3DP**



Email

[ssdcomments@denbighshire.gov.uk](mailto:ssdcomments@denbighshire.gov.uk)



Online

[\*\*www.denbighshire.gov.uk/yourvoice\*\*](http://www.denbighshire.gov.uk/yourvoice)

Your problem should be dealt with within 3 weeks.

## Stage 2

### What if I am still unhappy?



We will ask someone who doesn't work for the council to look at your complaint. This person is called an Independent Investigating Officer.

This Investigating Officer will talk to you and other people involved, to find out what's happened.

We will write to let you know what we have found out. This will take about 5 weeks.

## What if I am still unhappy after Stage 2?

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 your complaint in the right way.

The Ombudsman does not take sides and decides things fairly.



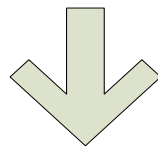
You can write to The Ombudsman:

1 Ffordd yr Hen Gae  
Pencoed  
Cardiff  
CF35 5LJ

## What happens when you make a complaint

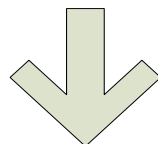
### **Stage 1**

If you are unhappy about something, contact the Social Services Complaints Officer



### **Stage 2**

If you are unhappy with the response you got at Stage 1, you can ask to have your complaint looked at again, by someone who doesn't work for the council



### **OMBUDSMAN**

You can contact the Public Services Ombudsman if you are still unhappy with the response you got.

**This document may be available in other languages and/or formats on request. Please call 0800 032 1099 for further details**