



SOCIAL SERVICES COMPLAINTS LEAFLET

	<p>This Leaflet tells you what to do if you have a complaint and how Conwy will deal with it</p>
	<p>All Councils in Wales follow the same rules which were updated in August 2014</p>
	<p><u>Stage 1</u></p>
	<p>Contact us if you are unhappy and want to complain or just ask for some advice</p>
	<p>The Complaints Team at Conwy will listen to you and deal with it properly</p>

	<p>You can phone them on 01492 574078</p>
	<p>You can email them at cssc@conwy.gov.uk</p>
	<p>You can visit their website at www.conwy.gov.uk</p>
	<p>They will make a record of your complaint</p>
	<p>They will tell you in 2 working days that they have got your complaint</p>
	<p>Our working days are Monday to Friday so if your complaint arrives at the weekend it may take a little longer to contact you</p>
	<p>Then you can talk to the Manager within 10 working days, on the phone</p>

	<p>Or you can talk to the Manager face to face</p>
	<p>You and the Manager will agree how to fix the problem and the team will try very hard to sort it out</p>
	<p>They will write to you within 5 working days of your meeting</p>
<p><u>Stage 2</u></p>	
	<p>If you are unhappy because you don't like what it says in the letter</p>
	<p>You can talk to the Manager again or the Complaints Team</p>
	<p>You can tell them why you are not happy</p>

	<p>And tell them what you want them to do about it</p>
	<p>If they can't sort it someone who does not work for Conwy will look at your complaint</p>
	<p>They are called an Independent Investigator</p>
	<p>They will look at everything and write a report</p>
	<p>They will send the report to the Director of Social Services</p>
	<p>If the complaint is not too complicated the Director will send you a copy of the report hopefully in 25 working days</p>



You can ask that your complaint is looked at by an Independent Investigator straight away



But we hope you will speak to a Manager first and let them answer your complaint



If you are still unhappy about your complaint you can contact the Ombudsman



**By letter
Public Services Ombudsman for Wales
1 Ffordd Yr Hen Gae
Pencoed
CF35 5LJ**



Or telephone 0300 790 0203

EASY READ

	<p>Or Email ask@ombudsman-wales.org.uk</p>
	<p>www.ombudsman-wales.org.uk</p>