

Complaints, Comments and Compliments

Young People, Parents and Carers

We want to provide good quality services to young people but sometimes things can go wrong. If this happens we need to know so that we can put it right and learn from what you say.

We would also like to hear from you if you have a comment or suggestion that would help us to improve the service, or if you think something works well.

How do I make a complaint, comment or compliment?

Start by talking to the worker in Children's Services who is helping you. Hopefully they can get things put right for you.

But if they can't, or you are still not happy, you can contact the Complaints Manager and make a formal complaint. See below for contact details.

You can also contact her to make a comment or to compliment us when you think things have gone well

The Complaints Manager can help you complain, and can explain the complaints process. She will keep you informed of progress in dealing with your complaint.

What happens when I make a complaint?

The complaints process is made up of different stages.

The Complaints Manager will arrange for the Team Manager to investigate your complaint. This may involve meeting you to discuss your complaint and how it can be put right. When the investigation is complete the Team Manager will meet you or write to you with their response. We aim to respond in 10 working days, but if this is not possible we may ask you if we can extend the deadline to 20 working days.

What if I am still not happy?

We should give you information about your rights to take complaints further when we reply to your original complaint. But if we do not do this, or if you are not sure what to do, you can contact the Complaints Manager who can help you.

If your complaint is about social care, we will investigate again, with some independent investigators, but if your complaint is about NHS services, you can go straight to the Ombudsman if you want to.

The Ombudsman

If you remain unhappy once you have exhausted the council's internal complaints procedure, you can ask the Ombudsman to look at your complaint.

There are two Ombudsmen that cover the work of Swindon Borough Council and you will be given information on which one is the right one for you. .

The Local Government Ombudsman covers Social Care Complaints and the Parliamentary and Health Services Ombudsman covers Health Service Complaints:

The Local Government Ombudsman

PO Box 4771
Coventry CV4 0EH
<http://www.lgo.org.uk/>
tel 0300 061 0614

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP
phsoenquiries@ombudsman.org.uk
tel 0345 015 4033

How do I contact the Complaints Manager?

You can write, email or telephone. Contact details are as follows:

Jacqui Dawson

Complaint's Manager for Adult's & Children's Services

Swindon Borough Council
Civic Offices
Euclid Street
Swindon SN1 2JH

Email childrensfamilies&communityhealthcomplaints@swindon.gov.uk

Tel. 01793 463302

Can I have help to make a complaint?

All young people can have the help of an advocate to complain if they would like one. The Complaints Manager will tell you about this and contact them on your behalf. Or you can contact them yourselves at

Voice Freephone 0808 800 5792

If you are an adult needing help to complain, the Complaints Manager can advise you on where you may be able to get help. You may also have a friend or relative to help.