

Information for Carers

Complaints, Compliments and Comments Procedure.

Stockton on Tees Borough Council provides a wide range of services, which includes social care. It is important that customers who use our services tell us how we are doing things, as we try to provide the best possible service at all times.

We Welcome Your Views

You may have a compliment, or ideas about how we can do things better. You may wish to make a complaint when you feel that your expectations of a service have not been met. From April 2009 there will be a new single approach to deal with complaints about NHS and adult social care services. The new approach will help us to deal with complaints more effectively and use the information you give us to improve the services we provide. When you make a complaint we will work with you to agree a Plan of how your complaint will be dealt with. This will include who will deal with your complaint, when and how you will hear back from us.

How to get in touch

You can contact us by letter, e mail, telephone, or visit in person.

Telephone: (01642) 527521

E mail: customer.care@stockton.gov.uk

Write to: Customer Services Manager
Customer Care,
Stirling House,
Tedder Avenue,
Thornaby
Stockton-on-Tees
TS17 9JP

Visit any of our offices or establishments.

WHAT WE WILL DO

We will record and acknowledge your complaint or comment. The acknowledgement to your complaint will include a leaflet giving you greater detail on the complaints process. A complaint will be sent to the appropriate manager of the service. This manager will arrange for your complaint to be looked at with the aim of getting the issue resolved as quickly as possible. Any complaint will only be shown to those that need to know in order to resolve the problem.

We will try to resolve the problem in 10 working days. If it is going to take a little longer this will be discussed with you. The time taken to resolve the difficulty can be extended by another 10 working days if we cannot provide a complete response within 10 working days or you require an advocate to assist you with making your complaint.

You will receive a response from the responsible manager on the outcome of your dissatisfaction.

WHO CAN COMPLAIN?

You can use social care's complaints procedure if you are a recipient of the service, a parent, carer, relative or anyone else who has sufficient interest in the service user's welfare.

You should make your complaint within 12 months of the incident about which you want to complain. We can, in some instances, consider your complaint if the incident occurred more than 12 months ago. We will inform you upon receipt of your complaint.

WE CAN ASSURE YOU THAT MAKING A COMPLAINT WILL:

- Not affect the service you receive
- Not mean you will be labelled a trouble-maker
- Not mean you will be singled out or mistreated

If you are afraid that any of these things may happen to you or would like to talk to someone confidentially, telephone the Customer Services Manager.

Carers' Information Pack CP/06

Complaints, Comments Procedure

Stockton-on-Tees Borough Council

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If you require advice and support the following organisations may be able to help:

For Adults

Representation Advocacy Service
Bath lane
Stockton-on-Tees
TS18 2DS

Telephone: (01642) 649700

For Children

National Youth Advocacy Service
Freephone: 0800 616101