

# Have Your Say



## Comments, Compliments and Complaints about Care Services provided by Children and Young People's Services (CYP)

### We care about what you think

**Your views will help us to plan and improve care services in the future.** We welcome your compliments on any aspect of our care services you are pleased with. We would like to hear your comments on our care services and your suggestions about how they can be improved. We also want to know if you are unhappy about anything and want to make a complaint. Whatever you think, please let us know.

### Please contact us by:

- Completing the online form at [www.suffolk.gov.uk/feedback](http://www.suffolk.gov.uk/feedback)
- Emailing us at [customerrights@suffolk.gov.uk](mailto:customerrights@suffolk.gov.uk)
- Telephoning Customer Rights on 0345 266 1821
- Posting the feedback form to the Customer Rights

### What will happen next?

**Compliments** will be passed on to the member of staff concerned, via their team manager.

**Comments** will be acknowledged in writing within 3 working days. A member of staff may contact you to discuss your suggestions.

**Complaints** will also be acknowledged within 3 working days.

### What can you complain about?

You can complain about all of Suffolk County Council's Care Services for Children and Young People although certain issues may need to be considered under our corporate complaints procedure. **If your complaint is about a school, please contact the head teacher.** Schools have their own complaints procedures. The procedure is explained on the Suffolk County Council website, at [www.suffolk.gov.uk](http://www.suffolk.gov.uk)

## How we deal with complaints

The law says that we must have a complaints procedure for complaints about children's care services and it tells us how we must deal with these complaints. This leaflet gives you brief details, but if you want to know more, please contact Customer Rights. We know that most people want something done quickly if they have a complaint. That is why we ask the staff working with you to try to sort out your problem.

This approach to solving complaints is what we call informal resolution or **Stage 1** of our Complaints Procedure. We will try to resolve your complaint within 10 working days. However, this can be up to 20 working days if your complaint is complex.

You will receive a written response to your complaint or a meeting may be arranged with you to discuss the outcome to your complaint. If your complaint cannot be resolved informally, you have the right to request that the complaint is considered at **Stage 2**.

Should you remain dissatisfied following Stage 2, you may request an independent review panel (**Stage 3**), this is the third and final stage of the statutory complaints process. The Panel is not an investigatory body and its remit is to review the Stage 2 investigation and the complaints process that has led to stage three. The Panel will also where necessary and appropriate to do so, make its own findings and recommendations.

Normally we can only look at a complaint within 12 months of the events you are complaining about. In exceptional circumstances we may be able to consider a complaint that exceeds this timescale. If your complaint is about something that happened more than 12 months ago, please explain why you did not contact us at the time.

## Local Government and Social Care Ombudsman

If you are not happy about the way Suffolk County Council have dealt with your complaint, you can contact the Local Government and Social Care Ombudsman at any time.

The Local Government and Social Care Ombudsman will usually expect the Council to have had the opportunity to resolve your complaint in the first instance.

**Telephone:** 0300 061 0614

**Web:** [www.lgo.org.uk](http://www.lgo.org.uk) for more information

If you would like this information in **another language or format**,  
including **audio tape, large print or easy read**,

please call **03456 066 067**