



# Compliments, comments and complaints



February 2017

## How can I make my views known?

If you are a child or young person who receives a services from Cumbria County Council's Children & Families Services Directorate, you or someone you choose to represent you, can make a comment, compliment or complaint about our work with you.

You can do this by:

- Speaking to the person who you receive your service from (or their manager)
- Emailing: **complaints@cumbria.gov.uk**
- Telephoning: **01228 221234**
- Writing to us: The Complaints Team  
Cumbria County Council  
Cumbria House  
117 Botchergate  
Carlisle  
CA1 1RD

Any comments you make will not have a negative effect on any current or future service you may receive from Cumbria County Council.

## Who can make a complaint?

While anybody can make a complaint if they are not happy with something that Cumbria County Council has done, failed to do or has done in an unacceptable way, only certain people have the right to use this complaints procedure which relates to social care services.

Those eligible to use the complaints procedure include children and young people, carers, parents and foster carers. People who have been refused services may also complain. You may ask a friend or relative to complain on your behalf. If you are making a complaint on behalf of someone else, you must get their consent.

Other people, not eligible to complain using this procedure, may be entitled to make a complaint using the Council's corporate complaints procedure.



## How do I make a complaint?

Many issues relating to social care can be resolved locally. Therefore in the first instance we would ask you to discuss your concerns with the social worker, family worker or team manager involved in providing the services you receive. If you feel that your concerns have not been resolved locally then you can discuss progressing them with the Council's Complaints Team (see contact details above).

Our aim is to deal with any complaints quickly and to your satisfaction. Your complaint will be taken seriously, no matter who you are or how you complain. Our staff can offer information and explain how the complaints procedure works.

You can make your complaint in whatever way you prefer. If we need to have an interpreter to communicate with you, please let us know.

Please note that complaints will not normally be accepted from complainants about matters that occurred more than 12 months earlier.

## How does the complaints procedure work?

Complaining will not guarantee that you get new or alternative services but you will get an explanation about the lack of services or decisions made. Your complaint could help us improve our services in the future.

There are three stages to the procedure, although you can choose to withdraw your complaint at any stage.

### ● Stage 1 – Local resolution/problem solving stage

A local manager will look into your concerns; this usually takes between 10 and 20 working days.

### ● Stage 2 – Investigation stage

If your complaint cannot be resolved locally then you can request for it to be considered by an independent investigating officer who will provide a report to the Council. Requests should be made to the Council's Complaints Team. Investigations usually take between 25 and 65 working days.

### ● Stage 3 – Review Panel

If you are not happy with the outcome of the investigation at Stage 2 then you can ask for your complaint to be considered again, this time by an Independent Review Panel. Review Panels are usually held within 30 working days of your request.

## What if I am not satisfied with the response to my complaint?

If you remain unhappy with the outcome of your complaint, or the way the Council dealt with it, you can refer your complaint to the Local Government Ombudsman:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Telephone: **0300 061 0614**  
**www.lgo.org.uk**

## Translation Services

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone **01228 221234**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 221234 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，  
请致电 01228 221234

Jeigu norétumėte gauti šią informaciją savo kalba,  
skambinkite telefonu 01228 221234

W celu uzyskania informacji w Państwa języku proszę  
zatelefonować pod numer 01228 221234

Se quiser aceder a esta informação na sua língua,  
telefone para o 01228 221234

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen  
01228 221234 numaralı telefonu arayınız