We want to hear from you
We need you to tell us how you feel about social care services. We like to know when we are getting things right, and we also need to know when there are problems. If we have made mistakes, or could have done things better, please tell us.

You may have comments, suggestions or concerns about:
• The kind of services we offer
• The way you get help and services
• How helpful our services are
• Services you haven’t been given

We will:
• Listen to what you have to say
• Take action where we can
• Act as a signpost to others who can help, if we can’t
• Respond to you promptly

What you can do if you have a comment, suggestion or concern
Do not worry that you are ‘making a fuss’; if something is upsetting you, or you are unhappy about something, we want to try to sort it out. There are several different ways you can do this. You can talk to a member of staff you normally have contact with about how you feel, and they contact the right person to sort it out for you.
We want to sort things out straight away whenever we can – so please contact us as soon as you feel able to.

The Customer Relations Team can also help you with your comments, suggestions or concerns. They will listen to you and see what they can do to help sort things out. They can also help to advise you on how to use our complaints procedure if you don’t feel that your concerns have been sorted out properly.

**How we will help you to express your views**
All our staff are happy to help you express your point of view, or arrange for someone else to talk to us on your behalf. You may even want a friend or relative to talk to us for you.

You might also want to get independent advice and support from elsewhere like your local Citizens Advice Bureau, Age UK or somewhere similar. If you need some help communicating with us because English is not your first language, we can help arrange translating and interpreting. We can also help you with interpreting into British Sign Language, and using alternative formats such as Braille.

**Keeping it confidential**
We will make sure that only the people who need to know are involved in investigating your concern and taking action.

We will try to respect your wishes if you want things to remain confidential, but in some instances this may make it difficult for us to find out what has happened and to put things right. We will talk about this at the time if it applies to you.

If you tell us about a crime or something that will affect the safety of a child or adult, we cannot keep this secret – but we can help you to make sure the right people are told and the right action is taken.

Usually we can sort a concern out straight away, however, there will be some instances where your concern will require a more formal response.
Our complaints system
We will look at each new complaint and decide how best to sort it out. In most cases, the complaint will be sent to a manager of the service your complaint involves.

We will then write to you summarising your complaint and what will happen next. We will do this within three working days of you telling us about your complaint.

The person looking into your complaint will gather and review all of the evidence to get the clearest possible picture of what has happened. They will then write to you and explain what they have found and what we plan to do to sort it out.

We will do this within 10 working days from the date we received your complaint. This can be extended to 20 working days if the issues are complex and require more time to investigate. If this is the case we will let you know. This is Stage 1.

We hope that all complaints will be resolved at this stage, but if you still have concerns or questions a meeting may be arranged with you and the manager who responded to your complaint.

If after this you are not happy with our response to your complaint, you may request that your complaint is considered under Stage 2 of the complaints procedure. Your complaint will be investigated by a senior manager from Adult Social Care but independent of the team the complaint was made about. This will be completed within 20 working days. If for any reason the investigation will take longer than this we will let you know.

What if I am still not satisfied?
If you are not happy with our response to your complaint, you can contact the Local Government Ombudsman. You have one year after our investigation to do this.
Compliance & Customer Relations Team, Cheshire East Council, Floor 1, Westfields, c/o Municipal Buildings, Earle Street, Crewe, CW1 2BJ
Tel: 0300 123 5500
Email: socialcarecomplaintsmanager@cheshireeast.gov.uk