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.

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**
One of our Children’s Managers will look at each new complaint and decide how best to sort it out. They will then write to you within 10 working days (this can be extended to 20 working days) to let you know what they have found out and what will be done. This is **Stage 1**.

If you are not satisfied with the outcome of Stage 1, you can request your complaint goes to Stage 2. Normally, we will offer you a meeting first with a manager to try to resolve the outstanding issues at Stage 1.

If the problem cannot be sorted at Stage 1, your complaint will move on to Stage 2. Two people will now look at your complaint. An Investigating Officer (a council officer with no knowledge of the complaint or an independent investigator) and an independent person will look into your complaint. They will meet with you and any staff involved. They will also look at any associated documents. They have 25 days to do this. (This can be extended to 65 days if required). They will draw up a report with their findings and recommendations which will be considered by senior management.

**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 (www.lgo.org.uk)

**OfSTED**
OfSTED regulate and inspect services such as Local Authorities and Children’s and young people’s care providers. They do not investigate complaints.

Children’s Social Care Complaints,  
Customer Relations Team,  
Cheshire East Council, Floor 1,  
Westfields, c/o Municipal Buildings,  
Earle Street, Crewe, CW1 2BJ.  
Tel: 0300 123 5038
CHILDREN’S SOCIAL CARE FEEDBACK FORM

Your Name ____________________________________________

Address ______________________________________________

Email Address __________________________________________

Telephone Contact Number _______________________________

Name of Child(ren) this form relates to: ________________________

_____________________________________________________________________

Child(ren)’s Dates of Birth: _________________________________

Comment □ Compliment □ Complaint □

Please give details of your comment, compliment or complaint below:

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_____________________________________________________________________
Please continue on a separate sheet if necessary.

Signed ________________________________________

Print Name _____________________________________

Dated _________________________________________

Please return this form to:

Children’s Social Care Complaints, Customer Relations Team,
Floor 1, Westfields, c/o Municipal Buildings, Earle Street, Crewe CW1 2BJ

Or Email: socialcarecomplaintsmanager@cheshireeast.gov.uk

Telephone: 0300 123 5038

(Revised May 2019)