



DERBY CITY COUNCIL



Make a difference

How adults can make a suggestion, compliment or complaint about social care services for children and young people



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What do you think about our services?

We want people to be satisfied with the services we provide. We welcome your suggestions, compliments or complaints. They help us to know what we are doing well and where we need to improve.

How do I make a suggestion, compliment or complaint?

You can do this by contacting any of Derby City Council's Children and Young People's Services staff or your local councillor...

- in writing - by letter or email
- by telephone
- through our website, or
- in person.



How to contact us


The Complaints Manager

Derby City Council

Children and Young People's Department, Middleton House,
27 St Mary's Gate, Derby DE1 3NN

Tel 01332 711223

Fax 01332 716920

Minicom  01332 716709

Opening hours Monday to Friday - 9am to 5pm

Email your suggestions and compliments to:

childrens.comments@derby.gov.uk

Email your complaints to: childrens.complaints@derby.gov.uk

Website www.derby.gov.uk

See 'Who do I contact in an emergency' section on page 7, to contact us in an emergency outside office hours.

We record all suggestions and compliments and pass them on to our employees so we can learn from your suggestions and appreciate your compliments.

We recognise that, sometimes, things do go wrong. We want to know when this happens so that we can try to put the problem right and learn from it so that we can try to stop it happening again.

What happens if I complain?

The Council has a complaints procedure which has three stages:



Stage 1

We will record your complaint and pass it to the local manager who will try to sort it out with you within 10 working days. You may find that your complaint can be sorted out easily by discussing it with the staff who are closely involved with the child's care or services. Our staff will be happy to talk to you about your complaint.

We might need another 10 days if the complaint is complicated or if we need to get the child or young person an advocate. This is a person who has nothing to do with the Council and is there to help and support the child.

Stage 2

If you are not satisfied with the response to your complaint at Stage 1, you have the right to ask the Complaints Manager to take another look at your complaint. See 'How to contact us' section on page 3, for the Complaints Manager's contact details. We will appoint a Children and Young People's Services social care manager to investigate your complaint and make recommendations. We will also appoint an independent person, who does not work for the Council, to investigate it with the manager. They will provide an independent view of how fairly we are dealing with your complaint. We will write to you with the outcome of our investigation and recommendations within 25 working days. However if the complaint is complicated, we may need to agree a longer period. We will aim to investigate the complaint within 65 working days at most.



Stage 3

If you are still not happy with the outcome of the investigation, you can ask for it to be considered by a Review Panel. The Review Panel is made up of three independent people. They will review your complaint and how Children and Young People's Services has dealt with it. You will be invited to attend the Review Panel to talk about your complaint.

Can I take my complaint further?

If you are still not satisfied, you can complain to the Local Government Ombudsman who investigates complaints about councils.

This is an independent, impartial and free service. You can get a leaflet that tells you how to complain to the Ombudsman from the Complaints Manager.

You can contact the Ombudsman directly at:

Beverley House

Shipton Road

York YO30 5FZ

Tel 01904 380200

Fax 01904 380269

Email enquiries.york@lgo.org.uk

Website www.lgo.org.uk



Can I ask someone for help and support?

Yes - you can ask a friend, relative, the Local Government Ombudsman or any other person to help you. You can also ask for the help of an advocate. Please ask the Complaints Manager for an up-to-date list of the different advocacy services available, which are free.

Can I make a complaint without giving my name?

We take all complaints seriously, but if we don't have your details it is more difficult to investigate them properly. We would ask that you give us as many details as possible to help us do a thorough investigation.

How do I contact my local councillors?

If you are not sure who your local councillors are or how you can get in touch with them, please contact Member Services on 01332 255367 or visit www.derby.gov.uk/councillors.

Who do I contact in an emergency?

If you have a social care emergency outside our opening hours, please telephone Derby Careline on:

Tel 01332 711250

Minicom  01332 711255

or you can text us using a mobile phone:

Text 07771 814085

Suggestions, compliments and complaints form

Your name _____

Your address _____

If you are writing on behalf of someone else, please tell us who
and your relationship to them _____

Telephone number (home) _____ (mobile) _____

What is the best time to contact you? _____

Please tick the most appropriate box

I want to make a suggestion ☐ a compliment ☐ a complaint ☐

Please continue on a separate sheet, if necessary

If you have a complaint, how do you think we could put things right?

Have you already spoken to someone about your complaint?

(Tick box) No ☐ Yes ☐

If you know their name please write it here: _____



To help us monitor the impact of our complaints policy, it would be very helpful if you would give us some information about yourself.

Your age _____

Do you consider yourself to be a disabled person?

Yes ☐ No ☐

Please tick the most appropriate box.

Asian or Asian British

Indian ☐ Pakistani ☐

Bangladeshi ☐ Any other Asian background ☐

Black or Black British

Caribbean ☐ Other black background ☐

Chinese or other ethnic group

Chinese ☐

Any other ethnic group (please say which) _____

Dual Heritage

White and Black Caribbean ☐ White and Black African ☐

White and Asian ☐ Other dual heritage background ☐

White

British ☐ Irish ☐ Other ☐

You can hand this form in at any Derby City Council reception desk or send it by freepost (you don't need a stamp) to:
The Complaints Manager, Derby City Council, Children and Young People's Services, Freepost MID18771, Derby DE1 9BR.

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 717951, Minicom 01332 716709.

Hindi

हम आपको यह जानकारी किसी दूसरे तरह और ढंग से या दूसरी भाषा में भी दे सकते हैं जिससे आपको इसे प्राप्त करने में मदद मिल सकेगी. कृपया हमसे इन नंबरों द्वारा संपर्क कीजिए **01332 572412** मिनीकॉम **01332 572412**

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ **01332 572412** ਮਿਨੀਕੌਮ **01332 572412** ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 572412** منی کام **01332 572412** پر ہم سے رابطہ کریں۔