



Your guide to the

social care complaints process

Children & Families



**Nottingham
City Council**



We want to know of any comments or suggestions you may have about the social care services provided by Children & Families.

If you have concerns about our services then you have a right to complain.

The Department has a comprehensive Complaints Procedure.

stage 1

If you are not satisfied with the service that you have received, then if possible you should talk to the people who provide this service to give them the opportunity to put things right for you.

If you still remain dissatisfied or feel unable to talk to them, then your complaint can proceed to the next stage.

stage 2

You can tell your local office about your complaint or you can go direct to the Complaints Team, contact details overleaf.

The Complaints Manager will contact you and record your complaint in detail. This will then be investigated and you may be invited to a meeting to discuss the investigator's report and what happens next.

If you are still dissatisfied, you can go to the next stage.

→ stage 3

You can ask for your complaint to be heard by an Independent Complaints Review Panel. The Panel will review what has been done to resolve your complaint and make recommendations to the director of the relevant department if anything further needs to be done.

This is the end of the Social Care Complaints Procedure, but if at the end of this stage you still feel dissatisfied you can take your complaint to anyone who you think can help:

- **your local councillor**
- **your member of parliament**
- **the local government ombudsman**
- **your legal advisor.**

You can go straight to them, but they will usually ask you to start at stage 1.

Each stage of the complaints procedure should take between 25 and 65 working days. If it is likely to take longer to resolve your complaint, then you will be contacted and kept informed.



comments,
compliments
& complaints

To “**Have Your Say**” about **other** Council services you can either:

- complete the online form at www.nottinghamcity.gov.uk/haveyoursay ;
- phone us direct if you know the number or call us on **0115 915 5555** and we’ll put you through;
- **speak to us in person** at any Council reception point or office;
- use Textphone or minicom by dialling **18001 0115** then the direct telephone number of the service you want to feed back about if you know it, or **915 5555** and ask them to put you through; or
- **write direct** to the service you want to feed back about or, if you don’t know their address, write to: Have Your Say, Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG.

