

Children's Services

■ Complaints

■ Compliments

■ Comments



Children's Services

We are committed to providing the best service we can to our service users and their families. We want to provide you with excellent services; but, we understand things can go wrong. If you have had any problems with services we have provided, we would like you to let us know. We would also like to know, when you have received an excellent service.

Your complaints, compliments and comments are valuable to us as they give us a chance to learn, and most importantly, help us improve our services.

Complaints

Who can complain?

Anyone who uses our services. The parents / carer of a service user. An advocate acting on behalf of a child or young person.

Our definition of a complaint is:

- Dissatisfaction with the way we have delivered or have failed to deliver a service
- Dissatisfaction with the way we apply policies, decisions or procedures
- Not responding in a timely manner
- Impoliteness, rudeness, unfairness, bias or prejudice
- An inappropriate use of personal information

Details of the Children's Services Statutory Complaints Process can be found at the back of this leaflet.

Compliments

You may be so pleased with a service we have provided that you would like to tell us about it. Compliments are important to us, so that we can share best practice and help to improve our services. We register each compliment we receive, share your feedback and use your feedback to make further improvements.

Comments

We would like to know if there is any other feedback you wish to share. You may want to share your views with us, but do not want to raise a formal complaint or make a compliment. You may wish to comment about:

- Improvements we could make to our services
- Something we have changed or make suggestions about possible changes

Contact us:

You can tell us about your complaint, compliment or comment by:

Email: candacomplaints@solihull.gov.uk

Phone: 0121 704 8296

Form: Use our 'Complaints, Compliments and Comments Form' (see next page)

Letter: Children and Adults Complaints Team,
Solihull Council, Solihull, West Midlands, B91 3QB

Complaints, Compliments and Comments Form

Data Protection

The information you provide will be used for the purpose of investigating your complaint. Any information you provide may be shared with other employees or agencies (such as the Ombudsman), who may be involved with your complaint(s), now or in the future and if the law requires it this information may be shared with other parties. Additionally, your personal details may be shared with other Council services and partner organisations, to ensure our records are kept accurate and help us to identify services you may be entitled to or interested in.

I wish to make the following: (please tick one box)

Complaint ☐

Compliment ☐

Comment ☐

Please complete all details on this form and send it to:

- Children and Adults Complaints Team, Solihull Council, Solihull, West Midlands, B91 3QB
- Or hand it in at any of the Solihull Council Connect walk-in centres – for opening times go to our website at: www.solihull.gov.uk/About-the-Council/Customer-services/walk-in-centres

If you need any further assistance or help to complete this form, please contact a member of the Children and Adults Complaints Team on 0121 704 8296.

Today's date

Your name

Address

Postcode

Telephone number

Email

If you are writing on behalf of someone else, please give their details below.

Name

Address

Postcode

Telephone number

Name of social worker (if known)

Please tell us about your complaint, compliment or comment.

Continue on a separate piece of paper if necessary.

Please tell us what you would like to happen as a result of making this complaint, compliment and comment.