



Children's social care services: tell us what you think

We want to provide services of the highest quality to all our customers and we need your help to find out if we are getting it right.

If you tell us what you think of children's social care services, we can use your experience to show when we have got things right, or when we need to improve to make things better.

What do we mean by 'customer care'?

Customer care involves listening to people and acting on what they say. We want to know what you think about the services you receive, so that we can learn from you and improve things wherever possible. Most of all, we want to get things right or, where necessary, put things right as quickly as possible.

What do you think?

We want to provide a quality service to our customers, and your views will help us to improve standards and get things right first time.

This applies whether you receive a service yourself or have a valid interest in the service being provided to someone else.

What we want to know

- **Your comments**
Please tell us if you think we could do things differently or better, or how we might improve the services you received from us.
- **Your compliments**
If you think we have got things right or you feel satisfied with the service we have provided, please let us know. These comments are very useful in letting us know what we do well. Staff really appreciate receiving

positive comments, which let them know they are giving a quality service to our customers.

- **Your complaints**

If you disagree with what is happening, want to challenge decisions we have made, or if you are not satisfied with the service you or your child receive, please tell us. Also, if you think you should receive a service that you or a member of your family are not getting at the moment, let us know.

We want to know what you think about us and the services we provide. By giving us your comments, we can talk through the issues with you and give you an assurance that your right to receive services will **not** be affected in any way by what you tell us.

How you can tell us

- Speak to a member of staff, write, phone or ask someone to tell us on your behalf. Write to us at:

Complaints and Quality Standards Team,
People Directorate: Children, Adults and Families,
Progress House, Westwood Park Drive, Wigan, WN3 4HH.
Phone 01942 486179.
Email: ssdcru@wigan.gov.uk

The team has responsibility for responding to complaints on behalf of the social care section of the People Directorate.

- Fill in the 'tell us what you think' form on our website at www.wigan.gov.uk/socialcarefeedback
- Fill in the form at the end of this factsheet and give it to a member of staff, or post it to the Complaints and Quality Standards Team.
- If your concern is about a children's home, fostering agency or an adoption agency, it may be appropriate to contact:

Ofsted,
Royal Exchange Buildings, St. Ann's Square,
Manchester, M2 7LA.
Phone: 0300 123 4666
Text: 60085
Email: enquiries@ofsted.gov.uk

What response can you expect?

- **Comments and compliments**

We will let you know we have received your comment or compliment, usually within five working days.

- **Complaints**

We will try to sort out complaints with the appropriate manager looking into the complaint (Stage 1) and replying to you within ten working days of them receiving it. This may be extended by a further ten working days if necessary.

If you believe your complaint is very serious, you cannot sort it out with the manager responsible, or there is an unacceptable delay in responding to you, you can make a 'formal' complaint (Stage 2). To do this contact:

Complaints and Quality Standards Team,
People Directorate: Children, Adults and Families,
Progress House, Westwood Park Drive, Wigan, WN3 4HH.

Phone 01942 486179.

Email: ssdcru@wigan.gov.uk

Do you need help to say what you think?

Advocates are independent from the council, and can help you to say what you think.

If a child or a young person wishes to make a complaint, we are required to provide them with information about advocacy services and offer help to obtain an advocate.

If you are an adult and need help to express your views, we may be able to arrange for an advocate to help you.

How to contact us:

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Progress House,
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Wigan, WN3 4HH.

Phone 01942 486179.
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We can make the information in this factsheet available in other formats and languages on request.

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Adult social care: Tell us what you think

Your name: _____

Your address and postcode: _____

Your phone number: _____

Name of your social worker (if you have one):

What help, if any, do you receive from adult social care (for example, home care, occupational therapy)?

Are you satisfied with the help you get?

☐ Yes

☐ No

Your signature: _____ Date: _____

Tell us about your comment, compliment or complaint (use extra paper if necessary):

[illegible]

Hand this form to a member of staff, or put it in an envelope and return it to:

Complaints and Quality Standards Team,
Wigan Council,
People Directorate: Children, Adults and Families,
Progress House,
Westwood Park Drive,
Wigan,
WN3 4HH.