

Community Care and Health

Adult Complaints, Comments and Compliments

What do we do?

Vale of Glamorgan Social Services is committed to providing high quality services to residents of the Vale and to support those in need. We welcome any comments and compliments that may help us to maintain or improve our service.

Sometimes, despite our best efforts, we acknowledge that things can go wrong. When they do, we want to make sure that things are put right as soon as possible. Our aim is to ensure that any complaint is dealt with quickly, and with courtesy, understanding and fairness.

You can complain if you think that we have not followed our processes properly, or because the quality of your service is poor.

Who is the service for?

The service is aimed at people receiving social care services from the Vale of Glamorgan Council and/or their carers.

You can also complain if you have been refused a service.

How do I find out more?

Start by talking to the member of staff you normally deal with, or to their manager. Most issues can be dealt with quite simply that way.

Complaints, comments and compliments can be made by phone, in writing or by calling into your social services office. If you prefer, someone can visit you at home. There is a leaflet which explains our complaints procedure in more detail.

If you have any communication difficulties, please contact your local office where we can arrange for someone to help you

If you are not currently receiving a service you can contact the:

	Contact and Information Centre
Telephone:	01446 731100
Textphone:	07966026541
Minicom:	01446 742245
E-mail:	CIC@valeofglamorgan.gov.uk
Opening Hours:	8.30-4.30 Monday to Thursday, 8.30 – 4.00 Friday

Further information:

All Residential Care Homes and Domiciliary Agencies are registered with the Care Standards Inspectorate for Wales. If you have any comments or complaints you are able to contact them directly at any time.

	Care Standards Inspectorate for Wales
	Heol Billingsley, Parc Nantgarw
	Nantgarw, Nr Cardiff, CF15 7QZ
Telephone:	01443 848529

This leaflet is also available in other languages and in large print and other formats upon request.