

## Complaints Monitoring

Reports are compiled by Social Services for the Council and for the Scottish Executive detailing the number of complaints received and how we have responded to these.

This information is used as a quality measure in order to help improve services and procedures. Complaints statistics do not contain personal information (which is kept confidential throughout your complaint).

## Complaints Officer

The Complaints Officer can be contacted at the following address:

The Complaints Officer  
Social Services,  
Clackmannanshire Council,  
Lime Tree House, Castle Street,  
ALLOA FK10 1EX

Tel: 01259 452367 Fax: 01259 452522

or via the Council's website at [www.clacksweb.org.uk](http://www.clacksweb.org.uk).

### Core Values of the Council

Commitment, Trust and Partnership

Openness and Accountability

Respect and Dignity

Equity, Fairness and Inclusion

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ سوشل سروسز

اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو برائے مہربانی اسکو کونسل آفس لے جائیں اور ریسپشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔

گرین فیلڈ ہاؤس	لائیم ٹری ہاؤس
ٹیلی بڈی روڈ	کاسل سٹریٹ
آلوا	آلوا
FK10 2AD	FK10 1EX

這文件內容是有關 社會服務。

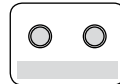
如你需要，我可以用你的語言幫助你了解此文件的內容。請携同此文件到議局辦公室接待處查。辦公室地址如下：

Greenfield House 青田樓	Limetree House 檸樹樓
Tullibody Road	Castle Street
Alloa	Alloa
FK10 2AD	FK10 1EX

Niniejszy dokument udziela informacji na temat Opieki Społecznej

Jeśli chcieliby Państwo skorzystać z pomocy w zrozumieniu tego dokumentu w swoim języku, proszę go ze sobą zabrać do Biura Rady Miejskiej (Council Office) i zapytać w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej pod poniższymi adresami:

Greenfield House	Limetree House
Tullibody Road	Castle Street
Alloa	Alloa
FK10 2AD	FK10 1EX



This leaflet can also be made available on audio tape. Contact the Research & Information Service on 01259 452519.

Further information can be obtained on the Clackmannanshire Council website: [www.clacksweb.org.uk](http://www.clacksweb.org.uk).

Contact the Research & Information Service on 01259 452519 to obtain further supplies of this leaflet or to request any changes.



## Complaints Procedure



What to do if you have any comments or complaints to make about Social Services



## Introduction

Clackmannanshire Council, YOUR Council, continuously strives to improve the quality of services being provided to local people. We would like to know what YOU think, if:

- ▶ you can see ways for improvement... please let us know
- ▶ we have done well... we would appreciate your comments
- ▶ service has been poor... you may wish to complain

## Comments or Suggestions

If you have any comments or suggestions you may:

- ▶ Contact your social services officer,
- ▶ The Service Manager,
- ▶ The Head of Service, or
- ▶ Your Local Councillor

## What is a Complaint?

You can complain about services that are provided by Clackmannanshire Council if you feel we have:

- ▶ Done something wrong
- ▶ Done something we should not have done
- ▶ Failed to do something we should have done
- ▶ Behaved unfairly or discourteously
- ▶ Not carried out a service to an agreed standard
- ▶ Not responded to your request for a service within our stated timescales

Complaints can be made to the council either by yourself, a relative, someone in your care or by someone who wishes to be represented by you.

## Making A Complaint

### 3 STAGE INVESTIGATION PROCESS

- Stage 1** You can make a complaint by speaking to the member of staff providing the service and/or their manager in person, by telephone, letter or by email using the council's website ([www.clacks.gov.uk](http://www.clacks.gov.uk)).
- Stage 2** If your complaint cannot be resolved in stage 1 you may wish to contact The Complaints Officer to make a formal complaint. The Complaints Officer, who will carry out the investigation into your complaint, works independently of local and senior management and reports directly to the Chief Social Work Officer. The Complaints Officer will acknowledge the receipt of your complaint within 5 working days and attempt to complete the investigation within 28 days. You will be informed of the outcome by the Chief Social Work Officer within this target of 28 days. If this target of 28 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding.
- Stage 3** If your complaint has been formally investigated through the complaints procedure and you remain dissatisfied with the outcome you have the right to ask for your complaint to be heard by an independent Complaints Review Committee (further information on this available at your request).

## Confidentiality

Your complaint will always be kept confidential and details will only be disclosed to those persons who need to know for the purpose of the investigation.

You may wish to remain anonymous but this may limit the investigation.

### The Scottish Commission for the Regulation of Care

Although we would encourage you to use our local Complaints Procedure, you also have the opportunity to complain directly to the "Care Commission" if your complaint is in relation to one of the following regulated services.

- ▶ Residential Care for Children and Young People (including Residential School)
- ▶ Care Homes for Elderly People
- ▶ Day Care for Children
- ▶ Day Care for Elderly and Vulnerable Adults including care at home
- ▶ Secure Accommodation for Young People
- ▶ Accommodation Service for ex-offenders, people on probation or released from prison.

**The Scottish Commission  
for the Regulation of Care,  
11 Riverside Drive,  
Dundee,  
DDY 4NY**

**Tel. 01382 207200**

**[www.carecommission.com](http://www.carecommission.com)**