



How to Complain about
Social Care
Services

in Worcestershire

Healthwatch Worcestershire has prepared this guide at the request of local people who have found difficulties in navigating around the complaints process. The following information applies to publicly funded health and social care services.

If you choose to make a complaint about a health or social care service that you have received we would like to hear your experiences. For further information on the complaints process please contact us.

Adults Social Care Services

If you are unhappy with the care you, a relative or friend has received from a care home, nursing home, home-care agency or other social care service, you have the right to make a complaint. If your complaint relates to a medical or health service in these settings e.g. dental or GP services, you will need to follow the healthcare complaints process.

Social care can be funded by the local authority or privately and there are different processes in place for both ways of funding.

For publicly-funded social care, a complaint can be made in 2 ways:

- Directly to the service provider
e.g. the Care/Nursing Home
- To the Local Authority
e.g. Worcestershire County Council



Service Provider

Ask to see a copy of the complaints procedure for the service you are unhappy about and this will tell you who to contact. The service provider may be able to resolve any problems before taking it further.

If you are unhappy with the service provider's response you can then pursue your complaint with the local authority.

Local Authority

Local councils fund social care for many of their residents. If the care you received was arranged or funded by the council, you can complain to them directly instead of the service provider if you prefer.

To make a complaint about adult social care in Worcestershire:

- You need to fill in the online form on the County Council website found

http://www.worcestershire.gov.uk/info/20059/adult_social_care/928/adult_social_care_-_complaints_procedure

- Or call on 01905 846365

Other ways to complain

- **MP or County Councillor** - You can discuss your complaint with your local County Councillor or MP. Details can be found on the Worcestershire county council website www.worcestershire.gov.uk

Advocacy - Adult Social Care

If you require independent support to raise a concern or make a complaint about any adult social care service you have experienced you can contact the free local advocacy service at

- **Onside Advocacy** - Tel: 01905 27525
Email: info@onside-advocacy.org.uk
Address: 14 Charles Street
Worcester WR1 2AQ
Web: www.onside-advocacy.org.uk

Ombudsman - The Next Stage

- You can also go to the Local Government Ombudsman at: PO Box 4771, Coventry CV4 0EH. Tel: 0300 061 0614.
Web: www.lgo.org.uk
However, the Ombudsman will expect you to have given the Social Care Services a chance to deal with it first.



Children's Social Care Services

The Local Authority carry out 3 possible stages when dealing with a complaint made about children's social care.

- Stage 1 - Problem solving
- Stage 2 - Investigation
- Stage 3 - Review Panel

To make a complaint about children's social care in Worcestershire:

- You need to fill in the online form on the County Councils website found at http://www.worcestershire.gov.uk/info/20080/childrens_social_care/929/childrens_social_care_-_complaints_procedure
- Or call on 01905 766366

Advocacy - Children

An advocate is someone who will act on your behalf and help and support you to make your wishes and views known. If you require advocacy support you can contact:

- NYAS (National Youth Advocacy Service) - an independent free support service in making a complaint.
Tel: Free phone number 0808 808 1001.
Email: help@nyas.net

Ombudsman - The Next Stage

- You can also go to the Local Government Ombudsman at: PO Box 4771, Coventry CV4 0EH. Tel: 0300 0610614.
Web: www.lgo.org.uk



Complaints Pathway - Social Care funded by the Local Authority

