

Us in Care

What to do  
if things go  
wrong

[www.usincare.org.uk](http://www.usincare.org.uk)



  
South Gloucestershire  
Council



## Your rights and what to expect

You have the right to make a complaint if you've got a problem with any of the services provided by the Council. By telling someone you trust they can help to fix the problem. This can make things better for you and other people.

You also have the right to have help from an Advocate to make your complaint. An Advocate is someone who is good at listening to young people and they're trained to help you get your voice heard. They will only do what you say you want them to do.

## How do I get an Advocate?

Call Reconstruct (the Advocacy Service) on **0800 389 1571** (freephone) or email them at **[yourvoice@reconstruct.co.uk](mailto:yourvoice@reconstruct.co.uk)**

## How will an Advocate help?

An Advocate will meet with you to discuss your concerns. They will also agree with you what might help to make things better.

Usually the best way of sorting out a problem is to speak with your social worker or their manager. An Advocate will help you to do this; the aim is to sort the problem out quickly for you.

## What happens if the problem doesn't get fixed?

You can make a complaint. You or your Advocate can contact the Complaints Team.

Phone: **01454 865924**

Email: **[CAHFeedback@southglos.gov.uk](mailto:CAHFeedback@southglos.gov.uk)**

Freepost: **FREEPOST RTCT-JXLE-EET**  
**South Gloucestershire Council**  
**Children, Adults & Health Department**  
**Customer Feedback**  
**Civic Centre, High Street, Kingswood**  
**BRISTOL**  
**BS15 9TR**

## What happens next?

The Complaints Team will let you know how your complaint will be handled – who will investigate it and how long it will take. The table below shows you how the complaints procedure works.

### Step

1

- The Manager of the service will listen to you and work with you to find a way of fixing the problem.
- They will talk with other people involved.
- The Manager will write to you within 10 days.
- The letter will say whether they agree with your complaint. It will also say what they are going to do about it.

If you're not happy with what they say you can ask for your complaint to go to Step 2.

## 2

- The Complaints Team will talk with you or your Advocate about your complaint and what you want to happen.
- At step 2 the Complaints Team ask someone who doesn't work for the Council to investigate your complaint. This person is especially trained to do this.
- Another person will work with this person to make sure the investigation is fair.
- The Investigation Team will meet with you and your Advocate to find out more about your complaint.
- The Investigation Team will write a report and make suggestions about how to make things better.
- The report goes to a senior manager and they send it to you along with a letter. You should get an answer in 25 days but sometimes it can take longer.

If you're not happy with the answer you go ask to go to Step 3.

# 3

- You and your Advocate will be invited to a meeting to talk about your complaint.
- Three people who don't work for the Council will look into your complaint.
- They will tell the Director of the Children, Adults & Health Department what they think should happen.

If you're not happy with the answer you can take your complaint to the Local Government Ombudsman. The Complaints Team will explain how to do this.

To find out more either speak to your PA  
or phone **01454 865924**,  
Email: [alisonparker@southglos.gov.uk](mailto:alisonparker@southglos.gov.uk) or go to  
[www.usincare.org.uk](http://www.usincare.org.uk) and click the **16+** button