

YOUR RIGHT TO BE HEARD

how to make
a complaint to
the Social Work
Department

Your Right To Be Heard

How to Make a Complaint

The Social Work Department has a legal duty to provide an accessible and responsive complaints procedure.

All complaints will be treated seriously and will be investigated with the aim of putting things right as soon as possible.

You have a right to complain. Your confidentiality will be maintained and no discrimination will result from you making a complaint.

Who Can Complain?

You or someone acting on your behalf can complain if you:-

- Receive a social work service
- Have been refused a social work service or a service provided on behalf of social work
- Have a need or possible need for a service and have been refused an assessment or advice

Can I Complain on Behalf of Someone Else?

Yes if you:-

- Are caring for someone who has a complaint
- Are a close relative of someone who has a complaint
- Have been asked to represent someone who has a complaint
- Are worried about what is happening to someone else

Anonymous Complaints

Anonymous complaints will be looked into but if we do not have your contact details we will be unable to get back to you with the outcome of any investigation.

How Do I Make My Complaint?

You or your representative can make your complaint to any member of staff of the Social Work Department:-

- Face to face
- By telephone
- By writing to any office
- By completing the Complaints Form attached
- By downloading and completing the Complaints Form from the Dundee City Council website

Addresses and telephone numbers are on page 7

Young people can contact The Children's Rights Officer free on 0800 163538

What If I Need Assistance To Make My Complaint?

Please let us know. We will try to overcome any barriers you may have. You can have someone speak on your behalf or if you have language or communication difficulties we will arrange assistance for you.

What Happens Next?

- Within five days we will write to let you know that we have received your complaint and that it has been recorded. We will tell you the name of the person who will be investigating it.
- We will try to sort out the problem by speaking to the people you usually deal with in Social Work and their managers. (We call this a First Level Complaint) You will receive a written response to your first level complaint within 14 days.
- If you are not satisfied with the outcome of the investigation of your first level complaint it will be investigated by a senior officer. The senior officer will invite you to discuss your complaint more fully at a convenient time and place. (We call this a Second Level Complaint). Certain complaints are always investigated at second level. You will receive a written response to your second level complaint within 28 days.
- If you are not satisfied with the outcome of your second level complaint you can have your complaint reviewed by the Director of Social Work. The Director will confirm in writing any agreement reached with you within 7 days.
- If you are not satisfied with the outcome of the Director's review you have the right of appeal to the Chief Executive of Dundee City Council who will decide on the course of action to be taken.

- **You will be informed of any alterations to the above timescales**
- **You may have an advocate, friend or relative to accompany you to any of these discussions**

Taking Your Complaint Further

Scottish Public Services Ombudsman

If you remain unhappy with the final outcome of your complaint or the way it has been dealt with by the council, you or your representative may wish to contact the Scottish Public Services Ombudsman. You should do this within twelve months of the date of the original complaint.

Scottish Public Services Ombudsman

4 Melville Street, Edinburgh EH3 7NS
or SPSO, Freepost, EH641, Edinburgh EH3 OBR

Tel: Freephone 0800 377 7330

Fax: 0800 377 7331

Text: 0790 049 4372

The Care Inspectorate (Social Care and Social Work Improvement Scotland)

Where the Care Inspectorate registers a service and you have difficulty complaining to the care provider, you have the right to take your complaint directly to the Care Inspectorate.

Care Inspectorate (Social Care and Social Work Improvement Scotland)

Dundee Regional Office,
Compass House,
11 Riverside Drive,
DUNDEE DD1 4NY

Tel: 0845 600 9527

Your Right To Be Heard Complaint Form

Use the tear-off form opposite and take or send it to one of the following Social Work Department addresses:

Social Work Department

Claverhouse Ind. Est., Jack Martin Way,
Claverhouse East, Dundee DD4 9FF

Tel: 01382 438300 / 436000

Fax: 01382 438341

Email: claverhouse.reception@dundeecity.gov.uk

Social Work Department

Level 2, Dundee House
50 North Lindsay Street

Dundee DD1 1NF

Tel: 01382 433205

Fax: 01382 433080

Email: socialworkfloor2@dundeecity.gov.uk

In case of difficulty or if you do not feel able to contact any of the above addresses, you may contact:

The Customer Care Officer

Level 2, Dundee House
50 North Lindsay Street

Dundee DD1 1NF

Tel: 01382 433205

Fax: 01382 433080

Email: socialworkfloor2@dundeecity.gov.uk

Your Right To Be Heard Complaint Form

Please complete this tear-off slip and return in an envelope to one of the addresses on page 7

Your Name:

Your Address:

.....

.....

Your Telephone No:

The best day/time to contact you:

.....

Please state:

- Which service is received and where it is provided eg. at home or in another place

.....

- Name of person receiving the service

.....

.....

The following information will help us to improve services

- Please state your ethnic origin

.....

.....

- Please say if you consider yourself to be disabled

Yes

No

Please complete the following if you are acting on someone else's behalf.

Name

Address

.....

.....

.....

Relationship with you i.e. a relative, friend, advocate or other (please specify):

.....

.....

Do you have their consent to make the complaint(s)? Yes/No

Please give brief detail of your complaint(s) below, or on a separate sheet of paper. A senior officer will contact you soon to get the full details of your complaint(s)

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For reasons of confidentiality please return this tear-off slip in an envelope to one of the addresses in this leaflet

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This information is made available in large print or in an alternative format that meets your needs.

Chinese	欲知詳情，請致電：01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے براۓ مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
Alternative Formats	For further information please contact the issuer of this publication