Listening, Responding, Improving
How to make Complaints, Comments or Compliments about Social Care Services
We can prepare this document in another language or format according to your needs.

Contact the Customer Care and Information Unit on 01286 679549 or gcgc@gwynedd.gov.uk
Tell us what you think about Social Care Services

Your views are important to us and learning from your experiences will help us to improve services. If you are unhappy with any aspect of your social care service, we want to know as soon as possible so we can try and put things right for you. Try not to leave it too long (e.g. over a year), as this can make it difficult to find out what went wrong. We also want to know when things go well or if you have ideas for how we can do things differently or better.

Listening, Responding, Improving

Local councils are responsible for social care services and under legislation must respond to complaints. We aim to:

- Listen to your experiences, and take you seriously
- Investigate what has gone wrong
- Resolve any problems which have arisen

📞 01286 679549 / 679223
✉️ gcgc@gwynedd.gov.uk
• Respond to your concerns as soon as possible
• Improve our services by learning from your experiences.

Who can make a complaint?

• Any person or child (or parent / guardian) who receives a service
• Anyone who believes they have been unfairly refused a service
• A representative (e.g. solicitor, advocate), family member or a friend of the person or child who receives a service (or believes they should). Usually, you will need to get permission from the person to raise a complaint on their behalf or present evidence of having sufficient interest in their wellbeing.

What happens when I make a complaint?

When you contact us, we will:
• Ask you to explain what has happened
• Ask you what you would like us to do to put things right

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• Acknowledge your complaint and confirm what will happen next
• Try to find out what went wrong
• Keep you informed about the progress of your complaint
• Arrange for you to receive a written response, or a response in another format if it is more suitable

What happens if I’m still not satisfied?

If you remain dissatisfied with the response we can help you explore further options, including:

• A formal investigation into the complaint by an independent investigator
• *Raise the complaint with the Local Government Ombudsman for Wales
• *Raise the complaint with the Care and Social Services inspectorate Wales (CSSIW)
You can refer your complaint straight to the above at any point; you do not have to contact us first.

How to contact us?

You can contact one of the Customer Care Officers through:

Phone: 01286 679 549 or 01286 679 223
E-mail: gcgc@gwynedd.gov.uk
Post: Customer Care & Information Unit
      Business Service
      Housing and Social Services Department
      Gwynedd Council
      Stryd y Jêl
      Caernarfon LL55 1SH

You can also speak to any member of Social Services staff, and they will pass your concerns or comments to the Customer Care & Information Unit. Or you can use the following form and post it back to us:
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Name: ............................................................................................................................

Tel No.: ....................................................... 

E-mail address: ............................................................................................................. 

Address: ........................................................................................................................ 

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I want to:

Make a complaint

Present an idea or suggestion 

Thank you
Here are the details:

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This is what I would like the Service to do to make things better:

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