

Comments, Complaints and Compliments

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well. If you are unhappy with the services your child or you receives, we encourage you to make a complaint. You can email cypolicy@halton.gov.uk or telephone 0303 333 4300. Information on making complaints can be found on this website;

<https://www3.halton.gov.uk/Pages/councildemocracy/Contact-Us.aspx>

Complaints specific to Children Social Care can fall under the below procedure, (this excludes complaints in relation to Section 47 of the Children Act – Child Protection).

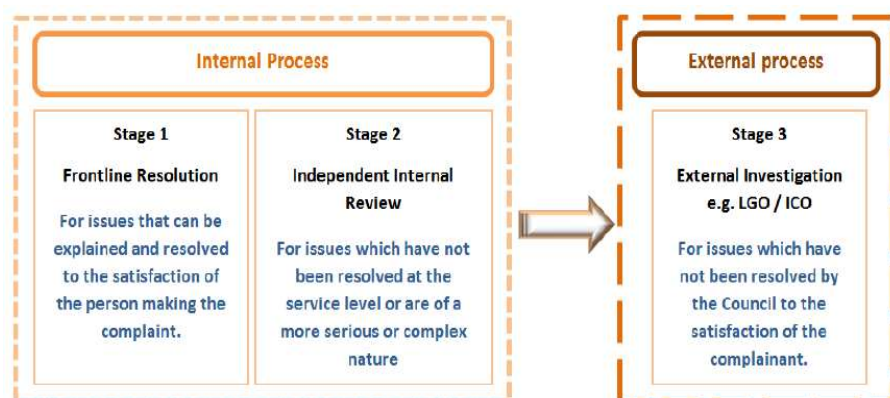
Stage 1 – Internal Investigation, Problem Solving - The majority of complaints can be sorted out by the manager responsible for the service, they will investigate and aim to respond to you within 10 working days. In some instances this is extended to 20 working days. Their response will tell you the outcome of their investigation and what action they intend to take. If you are not satisfied with the response you may be eligible for consideration under stage 2 of the complaints procedure.

Stage 2 – External Investigation - An Independent Investigator makes enquiries on your behalf and will provide you and the council with a report on their findings and recommendations, the Council will comment on the report. We aim to complete Stage 2 within 25 working days, however some cases may be more complex and the time may be increased to 65 working days.

Stage 3 – Independent Review - If you are still not satisfied with the response you receive from Stage 2 you may be eligible for consideration under Stage 3 and ask for your complaint to be reviewed. You should request this within 20 working days after you have received the stage 2 response. A panel of 3 Independent people are appointed to look at how your complaint was investigated and they provide a report on their findings and recommendations. We aim to complete Stage 3 within 30 working days.

What if I am still not happy after Stage 3? - You can ask the Local Government and Social Care Ombudsman to look at your complaint at any time but they will usually want to see it go through all 3 stages first. Information on how to do this is on their website <https://www.lgo.org.uk/> or you can telephone them on 0300 061 0614

Section 47 of the Children Act – Child Protection - If there are complaints about the work of the Council, these will be handled in under the Councils Corporate Complaints Process. If a complaint involves other agencies you will need to make your complaint via that agency's own complaint process.





Form - Making a Complaint

Comments, Suggestions and Complaints are important to improve and develop services. If you complete this form and return it to us we will look at what you say and try to work out a solution. You do **not** have to complete this form to make a complaint. You can telephone 0303 333 4300, write a letter or email: cypolicy@halton.gov.uk explaining what has happened. There is a separate form for children and young people to use if they wish. Visit the council's website for information about the Council's Complaints Procedures, please note which procedure your complaint is investigated under will depend on the nature of your complaint. <https://www3.halton.gov.uk/Pages/councildemocracy/Contact-Us.aspx>

Details of the person making the complaint.

[We need to know about who is making the complaint](#)

Name

Address

Telephone

Email

Details of the person supporting the complainant.

[If you are helping someone to make a complaint or complaining on someone else's behalf - we will need your details. If you are not the parent or guardian of the complainant we will need to know that you have their permission to support the complaint.](#)

Name

Address

Telephone

Relationship

[\(e.g. parent, advocate, friend\)](#)

Help to complain.

[If you would like help with your complaint we can try to arrange this.](#)

I would like information about organisations that
can help me with my complaint (please tick)

YES		NO
☐		☐

What is the complaint?

Tell us about the complaint. Use additional sheets if necessary, it is helpful if you start by telling us whom and which Team.

My complaint is ...

What do you want to happen?

Tell us what you would like to happen as a result of your complaint

I would like...

Signed

Date

Complainant

Person supporting
the complainant

When complete return this form to:

Policy Team
Education, Inclusion and Provision Department
Place Planning, Policy and Provision
PO Box 317
RUNCORN
WA7 9BZ

Privacy notice

<https://www3.halton.gov.uk/Pages/councildemocracy/pdfs/dataprotection/privacynotices/PN-ChildrenSocialServicesComplaints.pdf>