

# **Have a Voice & have your say Get it Sorted!**



Children & Young Peoples guide to  
complaints for Social Services in Powys

## As a Child or Young Person who is or may be entitled to a service from Powys Children's Services you have a right:

- To tell us when you are unhappy with something we have done or are going to do  
**(Make a Complaint)**
- To tell us when we do something you like  
**(Make a Compliment)**
- To tell us what you think about services and make suggestions  
**(Make a Comment)**

You can make a complaint, compliment or comment about something even if it happened a long time ago.

You can choose someone to make the complaint for you or if you don't have someone you know who can make it for you we can help get you someone called an advocate who is independent and there only for you.

We will always try and find out what you want and how you feel and we reassure you, you will not get into trouble for doing any of the above and we will always make sure you are kept safe.

## Complaints

You can make a complaint in the way that suits you best, by talking to someone face to face, on the phone or in writing or email or sending text message. When you want to complain about something we are going to change and you don't want this to happen we can consider putting things on hold until your complaint is sorted out. Only if we think a delay would put you or someone else at risk would we continue.

### STAGE 1:

If you want to complain we usually try to put things right first. This is known as **Stage 1**. Once we have got your complaint we will let you know within two days. We will ask someone to look into your complaint and ask them to try and resolve things within 10 working days. They will then write to you within 5 working days to confirm things.

### STAGE 2:

If you feel your complaint has not been handled well at **Stage 1** just let us know and if you want we can get someone who isn't part of Childrens Services or the Council to look into your complaint,

this person will then give us a report that will tell us what they have found out and they may make some recommendations to advise us what they think we should do to make things better.

This report will be read by our Director who will send you a copy of the independent report and write to you telling you what they think and if needed what they will do next.

The person who we ask to investigate is called an Independent Investigating Officer. We also ask another person who is not part of Children's Services or the Council to be involved so that they can make sure everything is done fairly and properly. This person is called the Independent Person.

You can always have an appropriate person if you want with you at any meeting about your complaint and you can choose to meet somewhere you feel comfortable if you have somewhere you prefer.

Your complaint does not have to be looked at, at **Stage 1** first. You can have your complaint looked into at **Stage 2** straight away if that is what you would rather.

We will try to make sure at **Stage 2** that your complaint is responded to within 25 working days. If we need more time we have to tell you and ask for your agreement to have more time.

## Public Services Ombudsman Wales

If you are still not happy after **Stage 2** you have the right to take your complaint to the Public Services Ombudsman for Wales. The Ombudsman is independent of Powys County Council and appointed by the Queen and Government. The Ombudsman will look at both sides of the story and will then make a decision about what should happen. We have put how to contact the Ombudsman in the “***Some Useful addresses part of this leaflet***”

## Complaints involving other services

Sometimes, when Children or Young People make a complaint, other things may be happening at the same time, for example the courts may be looking into where a child or young person should live or when they can have contact with family or sometimes the police may be looking into what has happened and thinking about taking someone to court.

In these kinds of cases we may not be able to look at your complaint straight away as we may have to wait until the Police or Courts have

finished doing what they need to do first. If this is the case we will always explain why we cannot look into your complaint at the time and we will keep you updated. You may have any issues of complaint looked into by us if you still want us to once the other services have finished what they need to do.

### Some useful addresses:

**Powys Children's Services,  
Social Services, Neuadd Maldwyn**  
Severn Road, Welshpool SY21 7AS  
Phone: 08456027050

**Powys Children's Services,  
Social Services, The Park,**  
Newtown SY16 2PL  
Phone: 08456027050

**Powys Children's Services,  
Social Services, 1 High Street,**  
Llandrindod Wells LD1 6AG  
Phone: 08456027050

**Powys Children's Services,  
Social Services, Neuadd Brycheiniog**  
Brecon. Cambrian Way,  
Brecon Powys LD3 7HR  
Phone: 08456027050

**Powys Children's Services,  
Social Services, Hendre Ladus,**  
Ystradynlais, SA9 1SE  
Phone: 08456027050

**OUT OF HOURS  
NUMBER  
0845 7573818**

**Jonathan Newland**  
Complaints Officer  
Powys County Hall  
Llandrindod Wells, Powys LD1 5LG  
Phone: 01597 827514  
Mobile: 07468 700686  
[getsorted@powys.gov.uk](mailto:getsorted@powys.gov.uk)

## **Tros Gynnal Plant Advocacy Service**

Antur Gwy, Park Road, Builth Wells LD2 3BA

Phone: 01982 552 450

or 0800 085 8471(Free phone)

Powys@trosgynnal.org.uk

## **Public Services Ombudsman for Wales**

1 Ffordd Yr Hen Gae, Pencoed CF35 5LJ

Phone: 01656 641150

ask@ombudsman-wales.org.uk

## **The Children's Commissioner for Wales**

Oystermouth House, Phoenix Way

Llansamiet, Swansea SA7 9FS

Phone: 01792 765600

or 08088011000 (Free Phone)

post@childcomwales.org.uk

## **The Children's Commissioner for Wales**

Penrhos Manor, Oak Drive

Colwyn Bay, Conwy LL29 7YW

Phone: 01492523333

or 08088011000 (Free Phone)

post@childcomwales.org.uk

*If you want to contact us to complain you can tell your Social Worker, a Children's Advocate or you could get in touch with the Complaints Officer by writing, phone, text message, online, or by sending the form in the middle of this leaflet.*



**Enw:**  
**Name:**

**Cyfeiriad:**  
**Address:**

  

---

  

---

  

---

**Ffon Gwaith:**  
**Work Telephone:**

**Ffon Cartref:**  
**Home Telephone:**

**Ffon Symudol:**  
**Mobile:**

**E-bost./E-mail**

**Fy sylw neu ganmoliaeth yw:**  
**My comments/compliment is:**

**Dyma fy nghwyn:**  
**My complaint is about:**