

**We welcome your feedback**

We welcome your feedback, whether as a compliment or a complaint about the standard of service received from Social Care Wales.

We use this information to improve how we work.

We want to hear from you to find out how you feel about the standard of service that we provide. This helps us to understand your needs and cater for you in the best way possible.

We have a number of ways you can tell us what you think of our work.

Call us on: 0300 30 33 444 (Mon-Fri, 9-5)

Email: feedback@socialcare.wales

Visit our website: [www.socialcare.wales](http://www.socialcare.wales)

Or write to: Kate Salter, Complaints Officer, Social Care Wales, South Gate House, Wood Street, Cardiff CF10 1EW

**How to compliment?**

If you’re happy with our standard of service please let us know by contacting Social Care Wales (using the details above). It helps us to identify good practice and encourages our staff. When you tell us we’re doing something right we will pass on your comments to make sure that the member of staff involved is thanked.

**How to raise a concern?**

If you’re not happy with the standard of our service please raise the concern with the person to whom it applies or to their manager.

**How to complain?**

If you would like to make a complaint about the standard of our service, write to the Complaints Officer (using the contact details above) with the details of the complaint and we will make sure we deal with it fairly and in a timely manner.

If we can, we’ll deal with your complaint straight away. If not, we’ll acknowledge your complaint in writing and give you the name of a member of staff who you can contact directly.

We’ll investigate your complaint thoroughly. You’ll get a letter within 20 working days answering your complaint. If we need to look into the complaint further, we will let you know and tell you when you can expect an answer.

**How to appeal?**

If you are not happy with our reply let us know why. We’ll look into it. If appropriate we’ll raise your concerns at a more senior level. We’ll keep you informed and reply as soon as we have finished looking into it.

Public Services Ombudsman for Wales

The Public Services Ombudsman for Wales looks at complaints about the Care Council. You can complain directly to them about the standard of our service.

Telephone: 01656 641150

E-mail: ask@ombudsman-wales.org.uk

Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

There are separate channels for complaints relating to the following:

If you would like to make a complaint about a social care worker please contact our

Fitness to Practice team:

Telephone: 0845 0700 248

E-mail: conduct@socialcare.wales

If you are making an appeal against a decision made by a Social Care Wales Regulation Committee please contact the Care Standards Tribunal:

Telephone: 020 7960 0660

Email: cst@tribunals.gsi.gov.uk

If you are a student wishing to complain about your Programme or assessment, please use the complaints/appeals procedures of the institution in question.

[**www.socialcare.wales**](http://www.socialcare.wales)