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| What is a complaint?  A complaint is when you are unhappy about a service and want us to do something about it.  This could be that:   * We have done something the wrong way * We do something that we should not have done * We haven’t done something that we should have done * Something that has happened that has made you unhappy     C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\C0LSMHP2\Complaints_icon.svg[1].png |

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| We want people to tell us if they are unhappy – this helps us make our services better.  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\DBDNZE2L\photo-of-women-talking-while-sitting-3182808[1].jpg |

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| Who can help you make a complaint?  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\8P83ZRT1\help-1013700_640[1].jpg   * Staff member * A family member * A friend * Your social worker * An advocate |
| You can contact the organisation below for help and support to make a complaint  By writing  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\DBDNZE2L\Descriptive_paper_for_SBI_POs[1].gif  Complaints  Orbis  Vision Court  Caxton Place  Pentwyn  Cardiff  CF14 8HA  By telephone  Telephone :  02920 029922  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\DBDNZE2L\phone_PNG48935[1].png  By e-mail  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\0C67JZJ3\email_PNG11[1].png  Complaints@orbis-group.co.uk  Or you can speak to Hayley, Katy, Matt or one of the Quality Team when you see them in your home  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\DBDNZE2L\male-1354358_640[1].png |

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| What do we do if you make a complaint?  We will let you know that we have got your complaint.  We will make sure we understand the problem and may have to speak to you to ask some questions but this is ok.  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\C0LSMHP2\question_1[1].jpg |
| What we will do ……  We will deal with your complaint as quickly as we can and let you know how we get on.  We will help you be involved in decisions about how your complaint is handled  And help you understand what is happening at each stage  C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\8P83ZRT1\Support-Red-Help-Button-Emergency-153094[1].png |
| We will make sure that  You will be treated fairly while we look at your complaint  Your support will not be affected because you made a complaint  When things do go wrong and we make a mistake we say we have made a mistake, say sorry for the mistake, and when things go wrong, we put them right.    We will also learn from what went wrong so it doesn’t happen again. |

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| C:\Users\jomagee\AppData\Local\Microsoft\Windows\INetCache\IE\0C67JZJ3\good-bad-amazing[1].png  We hope you will be happy when we have looked at your complaint, but if you are still unhappy about how we looked into your complaint, you can ask us to look at how we handled your complaint.  You can also speak to you social worker their number is in your case file.    Young people are also able to raise and escalate concerns to the to the Children’s commissioner for Wales https://www.childcomwales.org.uk/ and can be contacted:  • 0808 801 1000  • 01792 765600  • post@childcomwales.org.uk    The Public Services Ombudsman for Wales has legal powers to look into complaints about public services and independent care providers in Wales and can be contacted:  • ask@ombudsman.wales  • 0300 790 0203  You can also contact CIW. CIW inspect the homes to check they run properly and safely. They might ask you what it is like in the home when they visit    Telephone: 0300 7900 126  Email: [ciw@gov.wales](mailto:ciw@gov.wales)  Welsh Government office Sarn Mynach Llandudno Junction LL31 9RZ |