

How to make a Complaint

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



How to make a Complaint

We want people to tell us if they are unhappy – this helps us make our services better.



Who can help you make a complaint?

- Staff member
- A family member
- A friend
- Your social worker
- An advocate



How to make a Complaint

You can contact the organisation below for help and support to make a complaint

By writing



Complaints

Orbis
Vision Court
Caxton Place
Pentwyn
Cardiff
CF14 8HA

By telephone



Telephone :

02920 029922

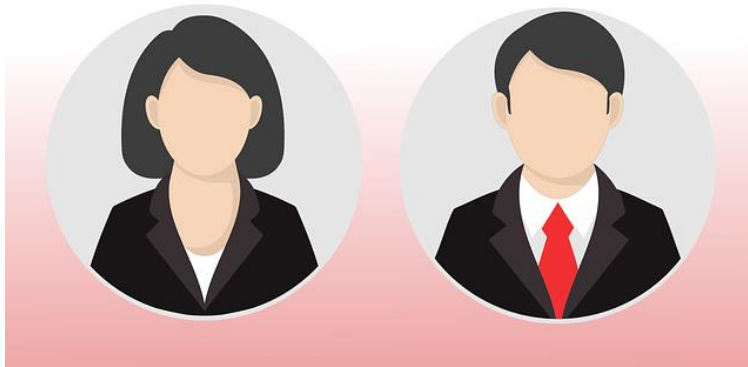
By e-mail



Complaints@orbis-
group.co.uk

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Or you can speak to Hayley, Katy, Matt or one of the Quality Team when you see them in your home



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.



What we will do

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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



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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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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 your social worker their number is in your case file.



Young people are also able to raise and escalate concerns 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

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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

Welsh Government office
Sarn Mynach
Llandudno Junction
LL31 9RZ