

# Let Us Know

We have set up a dedicated email address to receive your feedback.

This is: [Letusknow@rutland.gov.uk](mailto:Letusknow@rutland.gov.uk)

## You can also contact us as follows:

**Tel:** 01572 722577

**FAX:** 01572 758307

## In Person:

You can visit our Customer Services Team at the Customer Services Centre, located at the main Council Offices.

The Rutland County Council Customer Service Centre is open:

Monday 8.30am - 4.45pm

Tuesday 9.00am - 4.45pm

Wednesday 8.30am - 4.45pm

Thursday 8.30am - 4.45pm

Friday 8.30am - 4.15pm

## Write to us at:

Let Us Know

Rutland County Council

Catmose Street

Oakham

LE15 6HP

## Data Protection

We want you to feel comfortable when making a compliment, comment or complaint to the Council. Any information you provide us with will be used in accordance with GDPR and any other relevant legislation.

Details regarding your data protection rights and how the Council processes your data can be found at: [www.rutland.gov.uk/my-council/data-protection](http://www.rutland.gov.uk/my-council/data-protection)



This information is available in large print, Braille or Easy Read formats.

# Rutland County Council



## Children's Services Compliments and Complaints

Rutland County Council is committed to ensuring that we comply with the highest standards of openness, honesty and accountability.

## Background

This leaflet provides a compressive but easily accessible guide to all aspects of compliments and complaints throughout Children's services.

A robust and responsive procedure is a key factor in demonstrating that professionals working with children, young people and families are open to challenge, are able to communicate effectively and show that they make decisions in a transparent, open and honest way.

Compliments and Complaints not covered by this process will be dealt with under the Council's Corporate Compliments, Comments and Complaints Policy.

## Key Principles

- The welfare of the child is paramount.
- The procedure should not detract from the Council's duty of care.
- People using the complaints procedure will be treated with dignity and respect.
- The complaints procedure is clear and easy to access.
- The complainant remains informed about the progress of their complaint.
- Complaints are viewed positively as a means of gaining feedback and information to improve the services we provide and not a negative process to apportion blame.

## Definitions

The Children Act 1989 defines the complaints procedure as being for 'representations (including complaints)'. In this legislation a representation could also include a compliment or an enquiry on the nature, delivery or availability of a service. Therefore, for a clearer understanding and to benefit those required to use this document, the following terms will be used as a replacement to the phrase, 'Representation':

- **Complaint-** A complaint may generally be defined as an expression of dissatisfaction or disquiet, in relation to an individual child or young person, which requires an investigation and response.
- **Concern**– On a daily basis there are many instances where minor concerns can be addressed without further recourse to the complaints procedure. These are generally handled locally within the team, and resolved within a short space of time.
- **Compliment** – Many of those in receipt of a service wish to give a compliment.

## How to make a compliment or complaint

Details can be found on our website or by contacting us using the information provided on the back of this leaflet.

## Who may complain?

Anyone who is in receipt of a service or think they should be in receipt of a service. Also their representative, known as a 'qualifying individual' may complain on their behalf.

The Local Authority has the discretion to decide whether or not the 'qualifying individual' is suitable to act on behalf of the child or young person or has sufficient interest in their welfare. If they do not meet this requirement, they should be notified in writing giving an explanation (the nominated Complaints Manager should discuss this decision with relevant managers as appropriate).

## What can be complained about?

Some examples are given below—this is not an exhaustive list

- An unwelcome or disputed decision.
- Concern about the quality or appropriateness of a service.
- Delivery or non-delivery of services.
- Quantity, frequency, change or cost of a service.
- Attitude or behaviour of staff.
- Poor / lack of communication.
- Application of eligibility and assessment criteria.
- Assessment, care management and review.
- The quality or accuracy of a social work report.
- Control of parental contact.