

## Compliments, Concerns & Complaints Factsheet

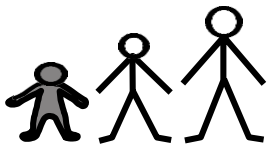
### Making a Complaint:



Anybody who is receiving a service from the council can make a complaint.

Anybody who has received a service from the council can make a complaint.

### You can complain for someone else when that person:



Is a child



Has asked you to complain for them



Can not make complaints themselves because they don't understand how



Or has died

If you are not happy with the service you have received, then please tell us so we can make our services better for you.



A complaint is:



When you don't like something about your support.



Or are not getting the support you asked for.



When you have talked to someone who has said something to you that you do not like.



You or a group of people can make a complaint.

A complaint is not:



To be used to try and change legislation or policy decisions.



You cannot complaint about a service you are not receiving.





A complaint is not a review or appeal against decision.



A complaint is not to be used to ask for services.

### Your information:

We will only share information about you with people who are dealing with your complaint unless we have to do so by law.

### How to Complain:

You should complain as soon as you know there is a problem. You can complain by:

Letter: Complaints, Pembrokeshire County Council,

County Hall, Haverfordwest, Pembrokeshire, SA61 1TP

Phone: 01437 764551

Email: [socialcarecomplaints@pembrokeshire.gov.uk](mailto:socialcarecomplaints@pembrokeshire.gov.uk)

[corporatecomplaints@pembrokeshire.gov.uk](mailto:corporatecomplaints@pembrokeshire.gov.uk)

Online: [Concerns / Complaints Form](#)

Or in person

### Local Resolution (Stage 1 - Informal):

*Corporate Complaints -*



We will tell you we have received your complaint within 5 working days.

We will then send you a response to your complaint within 10 working days.

### *Social Services Complaints -*

We will tell you we have received your complaint within 2 working days.

We will offer to talk to you about your complaint by phone or face to face within 10 working days.

After talking to you, we will send you a response to your complaint within 5 working days.

If you are not happy with our response, you can ask for a Formal Investigation.

### **Formal Investigation (Stage 2):**

#### *Corporate Complaints -*

We will tell you we have received your complaint within 5 working days.

We will then send you a response to your complaint within 20 working days.

#### *Social Care Complaints -*

We will tell you we have received your complaint within 2 working days.



We will then send you a response to your complaint within 25 working days.

### **What happens during a formal investigation?**

The complaints officer will record what you are complaining about and what you would like to achieve.

The investigation will not start until you and the council both agree on what is to be investigated.

If you have a **Corporate** Complaint, someone within the Council will look at your complaint.

If you have a **Social Care** Complaint, someone who does not work for the Council will look into your complaint.

### **The person looking into your complaint will:**

- Find out all the facts of the complaint.
- Interview all the people who are involved.
- Write a report for the Council.

The Council will read the report and write to you to tell you what decision has been made.

The Council will tell you if they agree with your complaint and what changes will be made.

If the Council do not agree with your complaint, they will tell you why.

### **What if I am still not happy?**

If you are not happy with the Council's response to your Formal complaint, you can ask for the Public Services Ombudsman for Wales to look into it.



Address: Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Phone: 0300 790 0203

Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

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

### **Can I ask someone to help me with my complaint?**

Some Adults & Children will be able to have an advocate, to help them make sure their voices are heard. If you would like help in finding an advocate please phone 01437 764551 and we will be happy to help.

### **What if I am not sure who to complain to?**

If you receive support from an agency, they will have their own complaints department. If you need help in contacting your agency please phone us and we can help.

If you have two agencies working with you and you want to complain about them then they will work together to solve your complaint.



**Complaints Contact Officers:****Building Maintenance**

For complaints about council house repairs, maintenance of buildings and street lighting. Contact:

Stuart Uzmez

Phone: 01437 776279      Email: [stuart.uzmez@pembrokeshire.gov.uk](mailto:stuart.uzmez@pembrokeshire.gov.uk)

Phil Horne

Phone: 01437 776650      Email: [Phil.Horne@pembrokeshire.gov.uk](mailto:Phil.Horne@pembrokeshire.gov.uk)

**Corporate Units and Welsh Language**

For complaints about human resources, policy, legal, elections and the welsh language. Contact:

Viola Traynor

Phone: 01437 775856      Email: [Viola.Traynor@pembrokeshire.gov.uk](mailto:Viola.Traynor@pembrokeshire.gov.uk)

**Cultural Services**

For complaints about libraries, museums, archives, registrars, the arts. Contact:

James Thornley

Phone: 01437 776083      Email: [james.thornley@pembrokeshire.gov.uk](mailto:james.thornley@pembrokeshire.gov.uk)

**Economic Development & Regeneration**

For complaints about economic development, regeneration projects and community regeneration. Contact:

Kirstie Thomas

Phone: 01437 775920      Email: [kirstie.thomas@pembrokeshire.gov.uk](mailto:kirstie.thomas@pembrokeshire.gov.uk)



## Education

For complaints about school admissions, special needs education and statements, music service, youth services, adult learning, sports development, early years education and play, catering services and student awards. Contact:

David Thompson

Phone: 01437 775288

Email: [David.Thompson@pembrokeshire.gov.uk](mailto:David.Thompson@pembrokeshire.gov.uk)

*Note: Issues concerning schools must follow the Schools General Complaints Procedure*

## Environment and Civil Contingencies

For complaints about refuse (including trade waste), recycling and civic amenity sites. Contact:

Caroline Hall

Phone: 01437 776497 / 01437 775901

Email: [envirocomplaints@pembrokeshire.gov.uk](mailto:envirocomplaints@pembrokeshire.gov.uk)

For complaints about street cleaning, litter collection, parks, gardens and play areas, and abandoned vehicles. Contact:

Neil McCarthy

Phone: 01437 775927

Email: [Neil.McCarthy@pembrokeshire.gov.uk](mailto:Neil.McCarthy@pembrokeshire.gov.uk)

For complaints about public toilets. Contact:

Katie Daly

Phone: 01437 775945

Email: [Katie.Daly@pembrokeshire.gov.uk](mailto:Katie.Daly@pembrokeshire.gov.uk)

For complaints about the crematorium. Contact:

James Allen

Phone: 01834 860622

Email: [James.Allen@pembrokeshire.gov.uk](mailto:James.Allen@pembrokeshire.gov.uk)





For complaints about emergency planning. Contact:

Steve Jones

Phone: 01437 775661

Email: [Steve.Jones@pembrokeshire.gov.uk](mailto:Steve.Jones@pembrokeshire.gov.uk)

### Freedom of Information

For complaint about Freedom of Information. Contact:

Jennifer Brown

Phone: 01437 776684

Email: [jennifer.brown@pembrokeshire.gov.uk](mailto:jennifer.brown@pembrokeshire.gov.uk)

### Housing Commissioning

For complaints about council house allocation, private sector housing grants, tenancy management, sheltered housing, homelessness and housing options.

Contact:

Katie Mullins, Bethan Howell or Robyn Munn

Phone: 01437 776556 / 07867 550411 / 01437 775209

Email: [HousingCLO@pembrokeshire.gov.uk](mailto:HousingCLO@pembrokeshire.gov.uk)

*Note: If the complaint is about council house repairs please contact Building Maintenance.*

### Infrastructure

For complaints about highways, sewers, transportation, car parks, road safety, coastal protection, architecture, energy and sustainability, engineering, community safety, Bridge Innovation Centre and Futureworks. Contact:

Shaun Griffiths

Phone: 01437 775077

Email: [shaun.griffiths@pembrokeshire.gov.uk](mailto:shaun.griffiths@pembrokeshire.gov.uk)

Jane Williams

Phone: 01437 775419

Email: [jane.williams@pembrokeshire.gov.uk](mailto:jane.williams@pembrokeshire.gov.uk)



### Leisure Services

For complaints about tourism, leisure centres, tourism development, harbours and beaches. Contact:

Gary Nicholas

Phone: 01437 776005

Email: [gary.nicholas@pembrokeshire.gov.uk](mailto:gary.nicholas@pembrokeshire.gov.uk)

### Monitoring Officer

For complaints about members and councillors. Contact:

Rhian Young

Phone: 01437 775595

Email: [rhian.young@pembrokeshire.gov.uk](mailto:rhian.young@pembrokeshire.gov.uk)

### Ombudsman Complaints

The Public Services Ombudsman for Wales looks into complaints made about the Council. The Ombudsman expects that you first bring your complaint to the Council to be investigated before contacting the Ombudsman. To make a complaint to us first, contact:

Amanda Davies

Phone: 01437 775503

Email: [Amanda.Davies@pembrokeshire.gov.uk](mailto:Amanda.Davies@pembrokeshire.gov.uk)

### Planning

For complaints about planning, development plan, conservation, building control. Contact:

Lauren Cotterell

Phone: 01437 775324

Email: [lauren.cotterell@pembrokeshire.gov.uk](mailto:lauren.cotterell@pembrokeshire.gov.uk)



## Procurement and Customer Services

For complaints about benefits, council tax, council house rents, business rates, payroll and creditor payments, facilities (including car parks), customer contact centres, information technology and European issues. Contact:

Duncan Betteley

Phone: 01437 775211

Email: [Duncan.Betteley@pembrokeshire.gov.uk](mailto:Duncan.Betteley@pembrokeshire.gov.uk)

## Property and Asset Management

For complaints about property management and review, county farms, markets, Haverfordwest Airport, industrial units and Tenby & Fishguard Harbours.

Contact:

Helen McLeod-Baikie

Phone: 01437 775874

Email: [helen.mcleod-baikie@pembrokeshire.gov.uk](mailto:helen.mcleod-baikie@pembrokeshire.gov.uk)

## Public Protection

For complaints about environmental health, food safety/standards, licensing, pollution control, pest control, dog control, animal health and welfare, trading standards, community safety and private sector housing. Contact:

Jemma Price-Lewis

Phone: 01437 776203

Email: [jemma.price-lewis@pembrokeshire.gov.uk](mailto:jemma.price-lewis@pembrokeshire.gov.uk)

## Social Services

For complaints about services for the elderly, children and families, mental health services, physical disabilities, learning disabilities, fostering and adoption. Contact:

Richard Williams or Amanda Davies

Phone: 01437 776208 or 01437 775503

Email: [SocialCareComplaints@pembrokeshire.gov.uk](mailto:SocialCareComplaints@pembrokeshire.gov.uk)

