A guide to complaints and compliments
about adult social care services

How to contact us

Adult social care
Quality & complaints team
Council House, Priory Road, Dudley DY1 1HF
Email: complaints.socialcare@dudley.gov.uk
Telephone: 01384 814724 or 01384 812417

For all other adult social care inquiries contact:
Telephone 0300 555 0055
visit our website www.dudley.gov.uk/asc
or email us at accessteamdachs@dudley.gov.uk

Local Government Ombudsman
The Local Government Ombudsman investigates complaints about councils
and operates completely separately from our complaints procedure.
Although you can contact the Ombudsman, they will usually ask that you go
through our complaints procedure before they become involved.
For more information contact the Local Government Office advice team:
Telephone 0300 061 0614 Email: advice@lgo.org.uk

Care Quality Commission
National Correspondence, City Gate, Gallowaygate
Newcastle Upon Tyne, NE1 4PA
Telephone 03000 616161 Email: enquiries@cqc.org.uk

If you require any assistance with regards to this document or would like to request an interpreter,
large print or audio version, please contact the communications team on 01384 811561

What would you like us to know?
(Continue on a separate piece of paper if you need to)

Please tell us what you would like to happen

Please return in a sealed envelope to the quality & complaints
team address on the back

PS 03/19
What is a complaint?

A complaint can be defined as:
‘an expression of dissatisfaction, disquiet or discontent about the actions, decisions or apparent failings of service provision which requires a response’

Effective and prompt handling of complaints is an important aspect of the council’s success in resolving complaints speedily, effectively and to the appropriate satisfaction of the complainant and the service. Complaints can be made at any point of access to Council’s services or directly to the service or individual involved or to the quality and complaints team.

Complaints can be received via:
- Letter
- Phone
- Website - www.dudley.gov.uk/socservicescomplaints
- Email - complaints.socialcare@dudley.gov.uk
- In person
- By using a ‘complaint leaflet’

What happens when you raise your complaints?

If you present it directly to the service concerned and it can be satisfactorily resolved on the same day or latest the next working day then no further action will be required.

Where more time is needed

The person raising the complaint should expect to receive a written response within 20 working days from the date the complaint was received.

At times this may not be possible if the complaint is complex or there are other extenuating circumstances that will delay the investigation.

The quality and complaints team will be responsible for ensuring you receive a response to your complaint, the team will be pleased to provide you with information and advice regarding the complaint process and will endeavour to seek a speedy effective resolution wherever possible.

If you wish to use this leaflet to tell us about your complaint or compliment please provide brief details on reply form opposite.

about your complaint or compliment

Reply form

Please use this form to tell us about:
a complaint ☐ a comment ☐ or a compliment ☐

Please complete all details on the form and send it to the quality and complaints team at the address on the back of this leaflet or hand it to any Dudley Council office.

You can also contact us by email, text, telephone or by speaking to a member of staff at any Dudley Council office.

If you need any further assistance please contact a member of the team on 01384 814724 or 01384 812417

Any member of staff will help you to complete this form.

Your name .....................................................................................................
Address........................................................................................................
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Telephone number ....................................................................................
Today’s date ................................................................................................

If you are writing on behalf of someone else, please write their details below.

Their name .....................................................................................................
Address........................................................................................................
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