



**FEEDBACK**

**OPINION**

**REVIEW**

# **TELL US YOUR VIEWS ON OUR SERVICES**

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**Customer feedback, compliments and complaints**

**together for  
children**  
SUNDERLAND



## How to let us know your views

There are a lot of ways to get in touch to tell us your views about the service you receive.

We need you to tell us how you feel about the service you receive. Together for Children always aims to provide quality services to all customers.

We like to know when we are getting it right and we want to improve things when we can do better.

## Contact us:

Call us on 0191 561 7997

Email us at [customer.feedback@togetherforchildren.org.uk](mailto:customer.feedback@togetherforchildren.org.uk)

Write to us at Customer Feedback Team, Together for Children, City Hall, Plater Way, Sunderland, SR1 3AA

Come and see us - call us on the above number to arrange a convenient time to visit.

Visit [www.togetherforchildren.org.uk/aboutus/complaints](http://www.togetherforchildren.org.uk/aboutus/complaints)

## Feedback and compliments

We would like you to let us know when:

- You are pleased with a service or with a member of staff who has helped you.
- You want to comment about any part of our service or suggest ways we can do it better.

## Complaints

We know that things sometimes do go wrong. When they do, we need to know, so that we can put them right. If you have a complaint, you should first speak with the member of staff that you know best.

Most complaints are sorted out this way. If not, you can speak to the Customer Feedback Team at Together for Children who will try to fix your issues straight away.

## How we respond to your complaint

We do things a little differently for Children's Social Care complaints, but usually this is what happens when we receive your complaint.

We will always try to resolve your complaint as soon as possible. If we are unable to do so, the next step is a Stage One complaint.

### Stage One

At Stage One, your complaint will be looked at by an Officer within the Customer Feedback Team and the Manager that has responsibility for the Service that is being complained about.

We will attempt to address your complaint as quickly as possible. The Officer will contact you to discuss your concerns in more detail and will consider the information, processes and thinking behind decisions that have been made to help agree a way forward.

We will always aim to provide you with a full written response within 10 working days.

If your complaint is complicated it may take longer than 10 working days, but we will always ensure that you are kept updated about the timescale that we are working to.

We hope that we would be able to satisfactorily resolve your complaint at this stage of the process.

However, if at the end of Stage One you remain dissatisfied, you can contact the Customer Feedback Team and request that your complaint is escalated to the next stage of the process, Stage Two.

## Stage Two

You can ask us to review your complaint at Stage Two if:

- You are unhappy with your complaint response or the outcome at stage one.
- If you are dissatisfied with the way you feel your complaint was handled.
- If you did not receive a response within the set timescale provided.

At Stage Two, we will arrange for a full and considered investigation of the complaint to take place without delay.

To do this, an Investigating Officer will talk to you about your complaint so they can get a full understanding of your concerns.

They will review how your complaint was dealt with and will establish whether they agree with the findings and the outcome from Stage Two.

The Investigating Officer will write a letter setting out their findings and any action that they will take to resolve your complaint.

You should receive a letter within 20 working days. If your complaint is complicated, it may take up to a maximum of 40 working days. We will make every effort to ensure that the investigation is completed as quickly as possible.

## Completion of local complaints process

If you have been through all stages of our complaints procedure and are still unhappy, you can ask the Local Government and Social Care Ombudsman to review your complaint.

The Ombudsman investigates complaints in a fair and independent way - it does not take sides. It is a free service.

The Ombudsman expects you to have given us a chance to deal with your complaint, before you contact them. If you have not heard from us within a reasonable time, it may decide to look into your complaint anyway. This is usually up to 12 weeks but can be longer for social care complaints that follow a statutory process.

### Contact information

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Telephone: 0300 061 0614

Opening hours: Monday to Friday, 10am to 4pm (except Public Holidays)

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