

# Making a Social Care complaint

If you have a complaint about any publically funded social care service make sure you let Healthwatch know about it. Your complaint will be logged to enable us to keep track on how the services in Sunderland are performing.

Tel: 0191 514 7145

Email: [healthwatchesunderland@pcp.uk.net](mailto:healthwatchesunderland@pcp.uk.net)

Website: [www.healthwatchesunderland.com](http://www.healthwatchesunderland.com)

Open: Mon - Fri 9am - 5pm

If you have concerns about any aspect your care, or the care of someone you know, it is best to speak to a member of staff involved with the care. Issues can often be addressed and resolved quickly before they escalate without the need to make a formal complaint.

If the staff cannot help you, or you are not comfortable speaking to them you may want to speak to the service manager. Make an appointment so they have allocated time to spend with you. Take a list with you to ensure you cover all aspects of your complaint. Take notes during your meeting and ensure you add the date to your notes. If this discussion is not helpful, you may want to make a formal complaint. All organisations will have their own complaints procedure, ask for a copy so you can be clear on how your complaint will be handled by the service.

## Adult Social Care Complaints

If your issue has not been resolved and the service is commissioned by the Local Authority you may choose to call the Civic Centre to take your complaint further on: Tel: 0191 561 1078 Open: Mon-Fri 9am - 5pm

Outside of office hours: 0191 520 5552

Email: [complaints.adults@sunderland.gov.uk](mailto:complaints.adults@sunderland.gov.uk)

Website: [www.sunderland.gov.uk](http://www.sunderland.gov.uk)

You can also report your concern with the Care Quality Commission (CQC) here: [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)

## Children's Social Care Complaints

If your issue has not been resolved contact Together for Children to take your complaint further on:

Tel: 0191 561 1296 or 0191 561 7997

Open: Mon-Fri 9am - 5pm

Email: [complaints.children@togetherforchildren.org.uk](mailto:complaints.children@togetherforchildren.org.uk)

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

Or you can raise your complaint with your local councillor, local Member of Parliament or a solicitor who can forward your complaint of your behalf or tell you about your next steps.

Find your local councillor here: [www.sunderland.gov.uk](http://www.sunderland.gov.uk)

Find your local Member of Parliament here: [www.parliament.uk](http://www.parliament.uk)

If your issue has not been resolved contact the **Local Government and Social Care Ombudsman**

You can complain to them if an organisation has not acted properly or fairly or has given you a poor service and not put things right. This includes if you fund your own social care.

They make final decisions on complaints that have not been sorted out by the service themselves, UK government departments and some other UK public organisations.

Telephone: 0300 061 0614

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

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

Open: Mon - Fri 8.30am - 5.30pm