

Compliments, Concerns & Complaints

Making a Complaint

Any member of the public, including a child, who either received, or was entitled to receive a service from the Council, may make a complaint. This also applies if the person has suffered due to inappropriate action or lack of action by the Council.

You may also make a complaint on behalf of another person, if:

- The person is unwell or has died
- The person is a child
- The person lacks capacity (as defined by the Mental Capacity Act 2005)
- The person has asked someone to act on their behalf

We always aim for high standards but sometimes things do go wrong. If you are unhappy with the service you have received then please tell us. We can then use this feedback to improve our services.

This factsheet explains how the Council will work with our customers to resolve complaints. Guidance from the Welsh Government tells us how we must do this.

What is a Complaint?

An expression of dissatisfaction or concern;

- Written or spoken or made by any other communication method;
- Made by one or more members of the public (someone or a group in receipt of or denied a service to which they are entitled by the service provider);
- About a public service provider's action or lack of action or the standard of service provided;
- Something which requires a response.

A complaint is not:

- An initial request for a service
- A formal review or appeal against a decision or determination
- A means to seek change to legislation or a 'properly made' policy decision
- A means for lobbying groups / organisations to seek to promote a cause
- A complaint made by an organisation or individual not receiving a service from the Council and who is not acting on behalf of a customer.

Looking after your Personal Data

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you do not want this to happen, it is important that you tell us. We will not pass on any information unless we have to do so by law, and will only pass on as much as is necessary. Privacy Notice can be seen [here](#).

Complaint process

Normally, we will only be able to look at your concerns if you tell us about them within **six months (twelve months** for Social Care complaints). This is because it is better to look into your concerns while the issues are still fresh in everyone's mind. In any event, we will not consider any concerns about matters that took place more than three years ago.

A complaint can be made in writing, orally, by using our online [Concerns/Complaints Form](#) or via email corporatecomplaints@pembrokeshire.gov.uk.

There are **two stages** to the complaints process.

Stage 1 – Informal

To make an Informal complaint you should contact either the member of staff you have been dealing with, or the relevant Complaints contact officer. Details for these officers can be found on pages 6-8. If you are still unsure who to contact then please call our Contact Centre on (01437) 764551, who will be happy to help.

Corporate complaints will be acknowledged within **5 working days**. Following this you should expect to receive a response within **10 working days**.

For Social Care complaints acknowledgement is within **2 working days**, in an attempt to resolve matters, we will offer to discuss your complaint with you (either face to face or telephone) this discussion will take place within **10 working days** of the acknowledgement. Following the discussion, we will write to you within **5 working days** with a response.

Most complaints can be quickly resolved at this stage. However, if you are not satisfied with our response, you can ask for it to be progressed to **Stage 2**.

Stage 2 – Formal

To make a formal complaint you will need to contact the relevant Complaints contact officer.

Corporate complaints will be acknowledged within **5 working days**. You should then expect to receive a response within **20 working days**.

For Social Care complaints your complaint will be acknowledged within **2 working days**. You should then expect to receive a response to your complaint within **25 working days**.

The designated Complaints Contact Officer will compile a formal written record of your complaint and the outcome that you would like to achieve. An investigator will then be appointed to look into your complaint; we will inform you of who this is.

Note the investigation will not start until both you the complainant, and the Investigator/Council both agree on the scope of the complaint.

The Council will then provide you with a written response to your Complaint. This response will include the following:

- Outcome of the investigation
- Any further action we intend to take to put things right
- Any service improvements we will be implementing

Can anyone help me in pursuing my complaint?

Numerous Advocacy Services are there to help both Children & Adults in getting their voices heard.

If you require this assistance please let us know and we will happily put you in touch with an Advocate if you qualify for the service.

I am unsure as to who I need to direct my Corporate complaint to?

You may have a complaint about a service we have arranged for you with another provider, such as a contractor. Each organisation will have its own complaints process and we will be happy to help you make a complaint about any of these services.

I am unsure as to who I need to direct my Social Care complaint to?

You may have a complaint about a service we have arranged for you with another provider, such as a residential care home, a home care agency, or a day service. Each organisation will have its own complaints process and we will be happy to help you make a complaint about any of these services.

If your complaint is about something we have provided jointly with another organisation, e.g. a package of care from both health and social care staff, we will look at your complaint together and usually send you one response.

Where do I go if I am not satisfied with the Council's response to my Formal complaint?

The Ombudsman normally expects you to bring your concerns to our attention first and to give us the chance to put things right.

If you are dissatisfied with the Council's response to your complaint, you can ask the Public Services Ombudsman for Wales to look into it.

Contact details can be found below:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Phone: 0300 790 0203

Email: ask@ombudsman.wales

Website: www.ombudsman.wales

What if I have a Compliment or Comment?

If you are pleased about something you feel we have done well or there is a service you are happy with, or you have a suggestion on how the Council could improve. Please inform us via any of the following routes:

- Using the online form: [Submit Customer Feedback – Compliment / Comment](#)
- Emailing: compliments@pembrokeshire.gov.uk
- Writing to: **Compliments & Comments**, Pembrokeshire County Council, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP

Social Care complaints: Could I complain to anyone else?

Care Inspectorate Wales regulates all care services in Wales. You can complain directly to them about social care received from care homes and home care agencies, as well as services run by the Council.

Address: Care Inspectorate Wales, Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ

Tel: 0300 7900 126

Fax: 0872 437 7301

Email: CIW@gov.wales

Website: <https://careinspectorate.wales>

Social Care Wales regulates professional social care workers and has the power to look into allegations of misconduct.

Address: Social Care Wales, South Gate House, Wood Street, Cardiff, CF10 1EW

Email: info@socialcare.wales

Website: <https://socialcare.wales>

The **Children's Commissioner for Wales** can support and advise children and young people on their rights.

Address: Children's Commissioner for Wales, Llewellyn House, Harbourside Business Park, Harbourside Road, Port Talbot, SA13 1SB

Tel: 01792 765 600

Freephone: 0808 801 1000

Email: post@childcomwales.org.uk

Website: <https://www.childcomwales.org.uk>

The **Older People's Commissioner for Wales** protects and promotes the rights of older people throughout Wales. They provide help and support directly to older people and work to empower older people and ensures their voices are heard and acted upon.

Address: Older People's Commissioner for Wales, Cambrian Buildings, Mount Stuart Square, Butetown, Cardiff, CF10 5FL

Tel: 03442 640 670 or 02920 445030

Email: ask@olderpeoplewales.com

Website: <https://www.olderpeoplewales.com/en/home.aspx>

Other advice and help available to complainants

The following organisations may be able to assist you when making a complaint.

Advocacy for Children & Young People**TGP Cymru**

Address: Min-y-Mor Bungalow,
Wellington Gardens, Abaraeron,
Ceredigion, SA46 0BQ

Phone: 0808 168 2599

Email:
midandwestwales@tgpcymru.org.uk

Website: <https://www.tgpcymru.org.uk>

Adults with Learning Disabilities**Pembrokeshire People First**

Address: Portcullis House, Old Hakin
Road, Haverfordwest, SA61 1XE

Phone: 01437 762 524

Email:
advocate@pembrokeshirepeople1st.org.uk

Website: [https://
www.pembrokeshirepeople1st.org.uk/](https://www.pembrokeshirepeople1st.org.uk/)

Carers (including young carers)**Pembrokeshire Association of Voluntary Services (PAVS)**

Address: 36/38 High Street,
Haverfordwest, SA61 2DA

Phone: 01437 769 422

Email: enquiries@pavs.org.uk

Website: <https://www.pavs.org.uk>

Children with Learning Disabilities**Action for Children**

Address: Penfynnon, Hawthorn Rise,
Haverfordwest, SA61 2AX

Phone: 01437 761 330

Website: <https://afcwales.co.uk>

General Advice**Pembrokeshire Citizens Advice Bureau**

Address: 36-38 High Street,
Haverfordwest, SA61 2DA

or, 38 Meyrick Street, Pembroke Dock,
SA72 6UT

Phone: H'West 01437 767 936 / P'Dock
01646 623 104

Website: <https://www.pembscab.org>

General Advocacy**Dewis**

Address: Suite 3B Cedar Court,
Havens Head Business Park, Milford
Haven, Pembrokeshire, SA73 3LS

Phone: 01646 629 123

Website: <https://www.dewiscil.org.uk>

Mental Health**Advocacy West Wales**

Address: 36-38 High Street,
Haverfordwest, SA61 2DA

Phone: 01437 762 935

Website: [https://
advocacywestwales.org.uk](https://advocacywestwales.org.uk)

Older People**Age Cymru**

Address: Ground Floor, Mariners
House, Trident Court, East Moors Road,
Cardiff, CF24 5TD

Phone: 0300 303 44 98

Email: advice@agecymru.org.uk

Website: <https://www.ageuk.org.uk>

Complaints Contact Officers

Building Maintenance	<p>For complaints about council house repairs, maintenance of buildings and street lighting. Your contacts are:</p> <p>Stuart Uzmez, Responsive Repair Assistant Repair Supervisor Tel: 01437 776279 Email: stuart.uzmez@pembrokeshire.gov.uk</p> <p>Phillip Horne, Area Maintenance Officer Email: Phil.Horne@pembrokeshire.gov.uk</p>
Corporate Units and Welsh Language	<p>For complains about Human Resources, policy, legal, elections and the Welsh language. Your contact is:</p> <p>Viola Traynor, Corporate Policy Support Officer Tel: 01437 775856 Email: Viola.Traynor@pembrokeshire.gov.uk</p>
Cultural Services	<p>For complaints about libraries, museums, archives, registrars, the arts. Your contact is:</p> <p>James Thornley, Cultural Services ICT Manager Tel: 01437 776083 Email: james.thornley@pembrokeshire.gov.uk</p>
Economic Development & Regeneration	<p>For complaints about economic development, regeneration projects and community regeneration. Your contact is:</p> <p>Kirstie Thomas, Regeneration Project Administrator Tel: 01437 775324 Email: kirstie.thomas@pembrokeshire.gov.uk</p>
Education	<p>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. Your contact is:</p> <p>Lyn Herde, Personal Support Development Officer Tel: 07920 702413 Email: lyn.herde@pembrokeshire.gov.uk</p> <p><i>N.B. Issues concerning schools must follow the Schools General Complaints Procedure.</i></p>
Environment & Civil Contingencies	<p>For complaints about refuse (including trade waste), recycling and civic amenity sites. Your contact is:</p> <p>Jane Williams, Data & Performance Co-ordinator Tel: 01437 776199 Email: jane.williams@pembrokeshire.gov.uk</p> <p>For complaints about street cleaning, litter collection, parks, gardens & play areas and abandoned vehicles. Your contact is:</p> <p>Neil McCarthy, Depot Manager Tel: 01437 775927 Email: Neil.McCarthy@pembrokeshire.gov.uk</p> <p>For complaints regarding public toilets. Your contact is:</p> <p>Katie Daly, Waste and Recycling Projects Officer Tel: 01437 775945 Email: Katie.Daly@pembrokeshire.gov.uk</p>

Environment & Civil Contingencies	<p>For complaints regarding the crematorium. Your contact is: James Allen, Assistant Superintendent Registrar Tel: 01834 860622 Email: James.Allen@pembrokeshire.gov.uk</p> <p>For complaints regarding emergency planning. Your contact is: Steve Jones, LRF Civil Contingencies Coordinator Tel: 01437 775661 Email: Steve.Jones@pembrokeshire.gov.uk</p>
Freedom of Information	<p>For issues concerning the Freedom of Information Act. Your contact is: Jennifer Brown, Senior Information Governance Officer Tel: 01437 776684 Email: jennifer.brown@pembrokeshire.gov.uk</p>
Housing Commissioning	<p>For complaints about council house allocation, private sector housing grants, tenancy management, sheltered housing, homelessness and housing options. Your contacts are: Katie Mullins and Bethan Howell, Customer Liaison Officers Tel: 01437 776556 / 07867 550411 Email: HousingCLO@pembrokeshire.gov.uk <i>For Council House repairs see Building Maintenance</i></p>
Infrastructure	<p>For complaints about highways, sewers, transportation, car parks, road safety, coastal protection, architecture, energy & sustainability, engineering, community safety, Bridge Innovation Centre (BIC) and Futureworks. Your contacts are: Shaun Griffiths, Corporate Systems and Safety Manager Tel: 01437 775077 Email: shaun.griffiths@pembrokeshire.gov.uk Rebecca James, Departmental Secretary Tel: 01437 775401 Email: Rebecca.James@pembrokeshire.gov.uk</p>
Leisure Services	<p>For complaints about tourism, leisure centres, tourism development, harbours and beaches. Your contact is: Gary Nicholas, Leisure Services Officer Tel: 01437 776005 Email: gary.nicholas@pembrokeshire.gov.uk</p>
Monitoring Officer	<p>For complaints made to the Public Services Ombudsman for Wales regarding alleged breach by a Councillor of the Code of Conduct, a copy of the complaint should also be forwarded to the Monitoring Officer. The relevant complaints contact officer will also refer complaints, which contact an allegation of a contravention by the authority of any enactment or rule of law, to the Monitoring Officer. Claire Jones, Monitoring Officer Tel: 01437 776564 Email: claire.jones@pembrokeshire.gov.uk</p>

Ombudsman Complaints	<p>For complaints made to the Public Services Ombudsman for Wales (PSOW). The PSOW is an independent organisation appointed by the Welsh Government to look into complaints of maladministration (bad practice) against public services. The PSOW will usually expect your complaint to have been considered through the Council Complaints Policy first before starting any investigation.</p> <p>Amanda Davies, Social Services Complaints Officer</p> <p>Tel: 01437 775503 Email: Amanda.Davies@pembrokeshire.gov.uk</p>
Planning	<p>For complaints about planning, Development Plan, conservation, building control. Your contact is:</p> <p>Michelle Webber, Team Leader Conservation and Sustainability</p> <p>Tel: 01437 776503 Email: michelle.webber@pembrokeshire.gov.uk</p> <p>Vacant</p> <p>Tel: Email:</p>
Procurement & Customer Services	<p>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. Your contact is:</p> <p>Duncan Betteley, BPR Transformation Team Leader</p> <p>Tel: 01437 775211 Email: Duncan.Betteley@pembrokeshire.gov.uk</p>
Property & Asset Management	<p>For complaints about property management and review, county farms, markets, Haverfordwest Airport, industrial units and Tenby & Fishguard Harbours. Your contact is:</p> <p>Helen McLeod-Baikie, Strategic Asset Manager</p> <p>Tel: 01437 775880 Email: helen.mcleod-baikie@pembrokeshire.gov.uk</p>
Public Protection	<p>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. Your contact is:</p> <p>Jemma Price-Lewis, Business Manager</p> <p>Tel: 01437 776203 Email: jemma.price-lewis@pembrokeshire.gov.uk</p>
Social Services	<p>For complaints about services for the elderly, children and families, mental health services, physical disabilities, learning disabilities, fostering and adoption. Your contacts are:</p> <p>Richard Williams or Amanda Davies, Social Services Complaints Officer</p> <p>Tel: 01437 776208 / 5503</p> <p>Email: SocialCareComplaints@pembrokeshire.gov.uk</p>