

Social Services

1. **Child Welfare Services** - Protects children from abuse and neglect, provides foster care, and ensures the best interests of the child.

2. **Family Support Services** - Provides counseling, parenting classes, and financial assistance to help families function effectively.

3. **Substance Abuse Treatment** - Offers assessment, counseling, and medication management for individuals with substance use disorders.

4. **Mental Health Services** - Provides therapy, crisis intervention, and medication management for mental health conditions.

5. **Domestic Violence Services** - Offers shelter, legal advocacy, counseling, and support for victims of domestic violence.

6. **Elder Abuse Services** - Investigates and responds to reports of abuse, neglect, or financial exploitation of the elderly.

7. **Adult Protective Services** - Provides support and services for vulnerable adults, including those with disabilities or chronic health conditions.

8. **Adoptive Services** - Facilitates the adoption process, including matching, counseling, and post-adoption support.

9. **Child Support Services** - Enforces child support orders, assists with establishing paternity, and provides mediation services.

10. **Respite Services** - Provides temporary relief for caregivers of individuals with disabilities or chronic health conditions.

11. **Community Referral Services** - Connects individuals with community resources, such as housing, food banks, and job training programs.

12. **Case Management** - Coordinates and monitors services for individuals with complex needs to ensure they receive the most appropriate care.

13. **Prevention Services** - Offers programs and interventions designed to prevent the onset of social issues, such as substance abuse and child abuse.

SOCIAL SERVICES – YOUR RIGHT TO COMPLIMENT AND COMPLAIN

A guide to using the Social Services Complaints Procedure

RELATES TO (POLICY)	Social Services Complaints Policy
REFERENCE NUMBER	LL10
DEPARTMENT	Portfolio Wide
AUTHOR	Ian Maclaren
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You, or someone on your behalf, can contact the Complaints Officer with your comment, compliment or complaint.

All compliments and complaints are recorded and managed by the Complaints Officer.

You can write, phone or e-mail:

Address: The Complaints Officer

Social Services

County Hall,

Mold

Flintshire, CH7 6NN

Phone: 01352 702623

Email: myview@flintshire.gov.uk

Tell us what you think about Social Services, or why you're unhappy, and we'll listen

Flintshire has a range of free and independent organisations that can help make your voice heard and support you making a complaint. These include:

<p>Advocacy Services North East Wales Advocacy Services North East Wales support work with adults, older people, younger people with dementia and carers</p>	
01352 759332	Advocacy@ASNEW.org.uk
www.ASNEW.org.uk	
<p>North Wales Advice and Advocacy Association North Wales Advice and Advocacy Association provide advice and advocacy for people with learning disabilities</p>	
01248 670852	enquiry@nwaaa.co.uk
www.nwaaa.co.uk	
<p>Tros Gynnal Plant Tros Gynnal Plant provide advice and advocacy for children and young</p>	
0800 111 6880	northwalesadvocacy@trosgynnalplant.org.uk
www.trosgynnal.org.uk	
<p>North East Wales Carers Information Service (NEWCIS)</p>	
01352 752525	flintshire@newcis.org.uk
www.carers.org/local/wales/flintshire	
<p>The Children's Commissioner for Wales The Children's Commissioner for Wales can advise and support children and young people (and their parents/carers) who are under 18 (or under 25 years old if they have been in care).</p>	
01492 523333	post@childcomwales.org.uk
www.childcom.org.uk	

