

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 at any time, they will usually ask that you go through our complaints procedure before they become involved.

The Ombudsman office for Dudley MBC is:-

The Oaks No 2,
Westwood Way,
Westwood Business Park,
Coventry CV4 8JB
Phone: 024 7682 0000
Fax: 024 7682 0001

How to contact us:

The Quality & Complaints Team

Ednam House,
St. James's Road,
Dudley DY1 3JJ
Telephone: 01384 813068/813067
e.mail: complaints.ssd@dudley.gov.uk
(Please do not attach confidential information to your email)
text: 07920 235091

or write to:

The Director, Children's Services

Westox House,
Trinity Road,
Dudley DY1 1JQ

or you can also call:

Ofsted

08456 40 40 40



tel: us

A guide to compliments and complaints
about children's social care services

You have a legal right to complain about services if you are unhappy about: a service you have received; the lack of a service; a plan or decision affecting you or your child. You can complain by using this form or by email, text or telephone, or you can speak to a member of staff at any Dudley Council office.

We have put our contact details on the back of this leaflet.

Young people are entitled to use an advocate to help them with their complaint. This is someone who can attend meetings, either with you or on your behalf, to help you put your points across. They can also write letters or make telephone calls for you and can help you decide what you want to do next.



Let us explain how the social care complaints procedure works:

stage 1

Your complaint is looked at by a manager who will write or contact you to explain what action will be taken



stage 2

If you are unhappy with the response you can ask for a full investigation at Stage 2



The investigator must be independent from the service you are complaining about. An independent person is also appointed to make sure that the investigation is fair and proper

stage 3

If you are unhappy with the result of the investigation at Stage 2 you can ask for a review panel of 3 independent people to consider whether it has been investigated properly



If you are still unhappy at the end of Stage 3 you can contact the Local Government Ombudsman to decide whether we have acted properly

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The Quality & Complaints Team

Ednam House,
St. James's Road,
Dudley,
West Midlands
DY1 3JJ

tell us
about your compliment or complaint
Reply form

