

# Complaints Procedure

**Solihull  
Safeguarding  
Adults Board**  
*Protecting Adults Together*



## Introduction

We are committed to providing the best service we can; but we understand things can go wrong. If you are not happy with the way we have carried out our work or think decisions have not been made properly, we would like you to let us know.

What should you do if you are not happy with the way we have carried out our work or think decisions have not been made properly?

## You Should

In the first instance, discuss your concerns with the people directly involved and see if they can clarify or resolve the issue.

If you are not satisfied with their response, you can make a complaint.

## How to Make a Complaint

Make contact with the organisation you are unhappy with and follow their complaints procedure.

This may vary slightly from organisation to organisation.

## **Can Someone Help Me to Complain**

Yes – if you need some help making a complaint, you could ask your social worker (if they are still involved), a family friend, or anyone you trust.

## **If Your Complaint Is in Relation to the Council**

You can ask for further assistance from the Council's Statutory Complaints Team on 0121 704 8296.

## **How Will Your Complaint Be Responded To?**

When we get your complaint, we will confirm that we have received it within 3 working days.

We will then contact you to make sure we understand what's making you unhappy and agree how we will make a response and by when.

## **Can Someone Else Make a Complaint on My Behalf?**

Yes - someone else can complain on your behalf but they should ensure that you have given them permission.

## What if I Am Still Unhappy?

You can contact the Local Government Ombudsman who will give you independent advice on your complaint.

## What Will Happen to Me if I Make a Complaint?

Making a complaint will not adversely affect your care or treatment.

## Data Protection

The information you provide will be used for the purpose of investigating your complaint. Any information you provide may be shared with other employees or agencies (such as the Ombudsman), who may be involved with your complaint(s), and if the law requires it this information may be shared with other parties.

Additionally, your personal details may be shared with other Council services and partner organisations, to ensure our records are kept accurate and help us to identify services you may be entitled to or interested in.



Safeguarding Adults Board Business Team  
Solihull Metropolitan Borough Council  
Council House  
Manor Square  
Solihull  
B91 3QB



0121 788 4392



[ssab@solihull.gov.uk](mailto:ssab@solihull.gov.uk)



[www.safeguardingsolihull.org.uk](http://www.safeguardingsolihull.org.uk)

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