



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Navigating Social Services

Factsheet 8: What can you do if you don't receive the help you need?



The Older People's Commissioner for Wales

The Older People's Commissioner for Wales is an independent voice and champion for older people across Wales. The Commissioner and her team work to ensure that older people have a voice that is heard, that they have choice and control, that they don't feel isolated or discriminated against and that they receive the support and services that they need.

The Commissioner and her team work to ensure that Wales is a good place to grow older, not just for some but for everyone.

How to contact the Commissioner:

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What can you do if you don't receive the help you need?

The new Act not only sets what you are entitled to in relation to care and support (or support for carers) but it also states how Local Authorities must behave.

If you feel that your rights have not been upheld or you feel that a Local Authority had not acted in the way that it should (for example they haven't listened to your views, wishes and feelings), you can make a complaint.

You can use the Local Authority's complaints procedure if you are unhappy about the service you have received from your Local Authority social services department. You can use the complaints procedure to complain about:

- any social service that the Local Authority provides, or has refused to provide
- a social service provided by another organisation for the Local Authority.

You can also complain about a staff member involved in social services or if there is a failure to keep you informed about decisions which affect you.

You may also wish to complain about the decision a Local Authority has made in relation to the National Eligibility Criteria and meeting your needs. If a Local Authority has decided that your needs do not meet the National Eligibility Criteria, they should inform you of your right to access the complaints process. If the Local Authority knows that you may need help to complain, it must decide what help, if any, it will provide. The Local Authority should inform you about the availability of advice and assistance, which can include advocacy services. If you are not happy with the decision about help, you can complain about that decision too.

For more information on complaints, please refer to Part 10 of the Act. You may also wish to look at your Local Authority's complaints procedure. Additional, further information on making a complaint to social services can be found at www.citizensadvice.org.uk/wales/relationships/looking-after-people/social-services-complaints-w/

