

This Factsheet is about complaints about Adult Safeguarding services, sometimes referred to as the Protection of Vulnerable Adults from Abuse (“POVA”). It should be read together with the Social Services Complaints Policy.

Formal procedures for Adult Safeguarding are the responsibility of several organisations, including the Police, the NHS and the local authority’s (the Council’s) Social Services Department. This factsheet is concerned with complaints about the part played by Social Services.

Complaints about the care of a vulnerable adult should first be brought to the attention of the Council and considered under the statutory Social Services complaint procedure.

### **The Authority can:**

- look at a complaint that a vulnerable adult has suffered injustice as a result of failure in service or a failure in administration by Social Services.
- look at a complaint about how Social Services have handled the statutory Social Services complaint procedure, or any stage of it.
- look at a complaint that Social Services have failed to act on the recommendations of the investigating officer at Stage 2, or the review panel at Stage 3, of the statutory complaint procedure.

### **The Complaints Procedure cannot:**

- directly investigate complaints about abuse. That is the responsibility of the organisations involved in Adult Safeguarding.
- look at any issues of suspension, discipline or any personnel issues concerning members of Social Services staff.

Further information is available on the Welsh Assembly Government’s website at:  
[www.cymru.gov.uk/topics/health/socialcare/vulnerableadults/?lang=en](http://www.cymru.gov.uk/topics/health/socialcare/vulnerableadults/?lang=en)

You may want to consider contacting the following organisations for advice:

**Age Concern** can be contacted on **0800 009966** or via their website at  
[www.accymru.org.uk](http://www.accymru.org.uk)

**Mind Cymru** provides assistance for people with mental health problems. You can contact them by phone on **0845 766 0163** or via the internet at  
[http://www.mind.org.uk/mind\\_cymru](http://www.mind.org.uk/mind_cymru)

**MENCAP Cymru** offers advice, information and support on any issue to do with learning disabilities. You can contact them by phone on **0808 808 1111** or via the internet at <http://www.mencap.org.uk/landing.asp?id=13>

**DISABILITY WALES:** is the national association of disabled people’s organizations in Wales, striving to achieve the rights, equality and independence of disabled people. You can contact them by phone on **029 2088 7325** or via the internet at <http://www.disabilitywales.org.uk>

**RNIB** : offers information, support and advice to people with sight loss. You can contact them by phone on **029 2045 0440** or via the internet at [http://www.cymruevents@rnib.org.uk](mailto:http://www.cymruevents@rnib.org.uk)

**RNID**: offers information, support and communication for people who are deaf or hard of hearing. You can contact them by phone on **0808 808 0123 (freephone telephone)** or **0808 808 9000 (freephone textphone)** or via the internet at <http://www.actiononhearingloss.org.uk/>

**SENSE Cymru**: supports and campaigns for Adults who are deafblind. You can contact them by phone on **0845 127 0090** or via the internet at <http://www.sense.org.uk>