

Tell us



You can tell us what you think of PSS any time



If PSS is doing something that you like please tell us about it so we can do more of it



If PSS is doing something you do not like please tell us about it so we can get better



You can tell the person that supports you or you can tell our quality team



You can tell our quality team what you think by sending an email to tellus@pss.org.uk



You can also speak to our quality team on the phone by calling 0151 702 5555.



Or you can text the quality team on 07599656850



Or you can write to the quality team at The Tell Us Team, Eleanor Rathbone House, Connect Business Village, 24 Derby Road, L59P5



What you say will help us get better at what we do



If you need any help please call us on 0151 702 5555

What to tell us



PSS supports people with lots of different things



PSS wants to make sure that you are happy with your support



When you are happy with your support you can give us a compliment



A compliment is when you tell us something positive about your support at PSS



You can give a compliment about a member of staff that supports you at PSS



You can give a compliment about the service that supports you at PSS



Compliments are good because they tell us when we are doing something well



Compliments tell us we are doing the right thing and can keep doing it



We will share it with the service that supports you



We will share it with the staff who support you



Complain

When you are unhappy with your support you can make a complaint



A complaint is when you tell us that you are unhappy with something at PSS



You can make a complaint about a staff member at PSS



You can make a complaint about a service that supports you at PSS



Complaints are good because they tell us how we can improve



When people do not tell us their complaints we do not know what needs to change



Listening to complaints means we can change things



Complaints tell us how to make things better

What happens when I make a complaint?



We will listen to your complaint



We will record the information that you tell us



It will be recorded on our online system



This will happen within 24 hours



We will share the information with the right PSS staff member



A PSS staff member will contact you within five working days



Five working days means a total of five days counting only Monday, Tuesday, Wednesday, Thursday, and Friday



They will tell you we have received your complaint



They might phone you



They might email you or write you a letter



They might talk to you face to face



Communicate

We will communicate with you in way that works for you



We will look into your complaint



Complaints can take up to 12 weeks for PSS to finish looking into your complaint



We will contact you once we finish looking into your complaint



We will contact you in a way that works for you



If you are unhappy with the outcome of your complaint you can make an appeal



An appeal means you want it looking at again

How to make an appeal



You will need to tell us you want to make an appeal



You will need to tell us within 15 days of being told the outcome from your complaint



A PSS staff member will contact you within five working days



They will tell you if we have accepted your appeal or not



If we accept your appeal a senior staff member will look into your complaint



If we do not accept your appeal we will explain why



An appeal can take up to 12 weeks



Once we have finished looking into your appeal we will tell you the outcome



If you are not happy with the outcome of your appeal you can contact organisations outside of PSS for advice



We will give you a list of organisations you can contact

Here are some organisations you might want to contact:



- The commissioner of a PSS service



- Local ombudsman



- Citizen's Advice Bureau

- Specialist advocacy services



- Law Centre

- Private solicitor



- Care Quality Commission (CQC)



- Care Inspectorate Wales (CIW)



- Charity Commission



- Shared Lives Plus

I am worried about making a complaint



We do not want you to feel worried about making a complaint



You will still get great support if you make a complaint



If you are worried you are being supported differently because you made a complaint you can contact the quality team



You can tell our quality team what you think by sending an email to tellus@pss.org.uk



You can also speak to our quality team on the phone by calling 0151 702 5555.



Or you can text the quality team on 07599656850



Or you can write to the quality team at The Tell Us Team, Eleanor Rathbone House, Connect Business Village, 24 Derby Road, L59P5

Making an anonymous complaint



You can also make a complaint anonymously



Anonymous means you do not tell us your name



You do not tell us any information so we do not know who you are



Making a complaint anonymously means it can be harder to look into



It might mean we are not able to do it as we do not have enough information



We will not give you any updates as we will not know who you are

What help can I get to make a complaint?



You can have an interpreter if you need one



An interpreter is someone who will tell you the information in a language you understand



You can ask for reasonable adjustments to be made



Reasonable adjustments are things we can do to make something more accessible for you



You can ask for help from a PSS staff member or friend with your consent



Consent means that you agree to something



To give consent you need to have capacity



Decision

Having capacity means you are able to make decisions



You can remember your decision



You can understand the decision you are making



You can let someone know about your decision



To know if you have capacity or not, a mental capacity assessment may need to be done for that decision



If you do not have capacity someone will need to make a decision on your behalf



This person might be a legal guardian



A legal guardian is someone who can legally make decisions for you



They might be someone working in your best interests and do not work at PSS



They might be someone who has Lasting Power of Attorney

Office of the Public Guardian
Lasting power of attorney for health and welfare
Section 1
The donor
 You are appointing other people to make decisions on your behalf.
 You are 'the donor'.
 Restrictions – you must be at least 18 years old and be able to understand and make decisions for yourself (called 'mental capacity').

Title First names
 Last name
 Any other names you're known by (optional – eg your married name)
 Date of birth
 Address
 Postcode
 Email address (optional)

For OPG office use only
 LPA registration date
 OPG reference number

A Lasting Power of Attorney is a legal document that lets you choose trusted people to make decisions on your behalf



Someone can do it on your behalf if you are too physically unwell to do it

Can someone make a complaint on my behalf?



A parent, friend, family member or carer can make a complaint on your behalf



A professional you work with can make a complaint on your behalf



An adovcate can make a complaint



An advocate is someone who makes sure your voice is heard



Anyone who makes the complaint on your behalf will need your consent



If you give consent this person would be your representative



A representative is a person acting on your behalf



Any decisions that are made will be shared with you and your representative

What if my complaint is about discrimination or oppression I have experienced or seen?



Discrimination is when someone is treated differently because of a protected characteristic



UK law has nine categories of protected characteristics



Age



Disability



Gender reassignment



Marriage and civil partnership



Pregnancy and maternity



Race



Religion or religious belief



Sex



Sexual orientation



Oppression is the use of power to treat people unfairly



If you have experienced discrimination or oppression at PSS you need to tell us



If you have seen someone else experience discrimination or oppression at PSS you need to tell us



It is important you tell us so we can keep everyone at PSS safe



We will not let people be discriminated or feel oppressed at PSS



We want to make sure everyone at PSS feels like they belong