



# Making an appeal

If you do not like our decisions  
about your care and support



Easy read version of Appeals  
relating to adult social  
care August 2022



# What is in this booklet

# Page



What is an appeal?

1



Who can appeal?

2



Can someone appeal for me?

3



What can I appeal about?

4



What if I need help to make an appeal?

6



How do I appeal?

**7**



Local Government and  
Social Care Ombudsman

**14**



More information

**16**



Contact us

**17**



Other complaints about  
social care services

**19**

## What is an appeal?



We try to be fair and give good services. But sometimes you might not be happy with what we decide.



An **appeal** is a way to say you do not agree with our decisions about your care and support.



It means we have to look at the decision again. And reply to you quickly.

# Who can appeal?

You can appeal if we have:



- done an **assessment** to work out what care and support you need. It will also work out whether we will pay for your care and support or not



- looked at your money to decide how much you might need to pay towards the cost of your care.

## Can someone appeal for me?



Someone can **appeal** for you if you agree they can.



If you cannot agree or make this decision for yourself, this must be the person we usually talk to about your care and support.



This might be a family member, carer or **advocate**. An advocate is someone who will help you say what you want.

## What can I appeal about?



The decisions you can **appeal** about are:

- the support we think we should give you
- your assessment or self-assessment. You may feel we have not thought enough about your information
- the amount of money we agree as spending because of your disability. For example, special food or clothes.



This is when we are deciding how much you need to pay towards the cost of your care.



- your support plan. You may feel you were not given a lot of choice in doing this



- how much money we give you for your care and support.

## What if I need help to make an appeal?



An **advocate** can help you make an **appeal**.



You can get information about advocates on our website: **[www.westsussex.gov.uk](http://www.westsussex.gov.uk)**

Search for 'Advocacy for adults'.

# How do I appeal?



1. You, or the person who is appealing for you, should speak to either:

- our Customer Relations Team



- a social care worker



- a member of staff who works with you



- Carers Support West Sussex if you are a carer and want to appeal about your own support.



2. Say clearly what you are appealing about. You must do this in **15 working days** of getting the decision.



The easiest way to appeal is on our website: [www.westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal/](http://www.westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal/)



You can also:

- write



- telephone



- come and see someone



- email us.



At the end of this booklet we tell you how to contact our Customer Relations Team and Carers Support West Sussex.



3. If you find it difficult to appeal in the 15 days, please contact:



- our Customer Relations Team



- a social care worker



- a member of staff who works with you.



4. We will write or email to say we have got your appeal.



5. We will send your appeal to the manager in charge of your care and support.



They might contact you for more information or to talk about how to sort things out.



6. The manager will look at all the information carefully.

Then decide about your appeal.



While this is happening, you can contact your local social care office or Carers Support West Sussex about your appeal.



7. If the manager agrees with you we will write to tell you.



We must do this in **15 working days** from the time we got your appeal.



8. If the manager does not agree with you, we will send your appeal to the local head of service. They will make the final decision.



We will write to tell you why we have done this.



9. The local head of service will look at all the information.



They will write to say if they agree with you or not. They will explain why they decided this.



They must do this in **10 working days** from the time they got the information.



10. If you are not happy with our final decision about your appeal, you can contact the **Local Government and Social Care Ombudsman**.

## Local Government and Social Care Ombudsman



This is an **independent** and free service that looks at complaints about councils and social care.



You can contact them if you are not happy with our final decision about your appeal.



You can contact them while we are still looking at your appeal.



But they usually only look at complaints after we have tried to deal with it.



You can contact their advice team:

- by filling in a form on their website:  
**[www.lgo.org.uk](http://www.lgo.org.uk)**



- by telephoning:  
**0300 0612 0614.**

## More information

To find out more about making an appeal:



- talk to a member of our staff who works with you



- Telephone Adults' CarePoint:  
**01243 642121**



- Relay UK:  
**18001 01243 642121**  
(Helps people with hearing and speech difficulties)

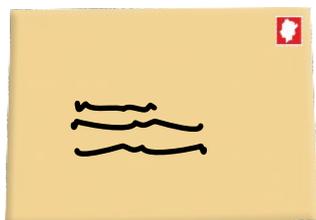


- Email:  
**[socialcare@westsussex.gov.uk](mailto:socialcare@westsussex.gov.uk)**

## Contact us



Fill in a form on our website:  
[www.westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal/](http://www.westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal/)



**Customer Relations Team**  
County Hall  
Chichester  
West Sussex  
PO19 1RQ



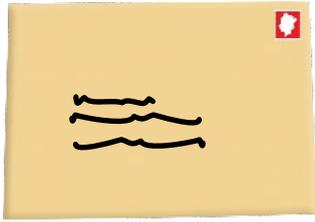
Email:  
[feedback@westsussex.gov.uk](mailto:feedback@westsussex.gov.uk)



Telephone:  
**01243 777 100**



Relay UK:  
**18001 01243 777 100**  
(Helps people with hearing and speech difficulties)



## **Carers Support West Sussex**

The Orchard  
1-2 Gleneagles Court  
Brighton Road  
Crawley  
West Sussex  
RH10 6AD



Telephone:  
**0300 028 8888**



Email:  
**info@carerssupport.org.uk**



Website:  
**www.carerssupport.org.uk**

# Other complaints about social care services



If you have a concern or complaint about anything else to do with your social care service, or you don't know whether an appeal is right for you, please contact our Customer Relations Team.



Please use the information on page 17 to contact them.



## Credits

This paper has been designed and produced for West Sussex County Council by the EasyRead service at Inspired Services Publishing Ltd. Ref ISL251 22. August 2022.

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



It meets the European EasyRead Standard.



Selected photos are from the Inspired.pics EasyRead collection and cannot be used anywhere else without written permission from Inspired Services Publishing Ltd.

[www.inspiredpics/](http://www.inspiredpics/)