Making an appeal

When you do not like our decisions about your care and support
What is an appeal?

You may not agree with our decisions about your care and support. Then you can appeal.

Making an appeal is an easy way for you to say you think our decision is wrong. And you will get a fast reply.

Who can appeal?

Anyone who:

- has had an assessment about whether we will pay for your care and support
- has had their money looked at to decide what money they might need to pay towards the cost of their care.
Can someone appeal for me?

Yes someone can appeal for you if you agree.

If you cannot make your own decisions the person needs to be:

● who we usually talk with about your care and support. This may be family, your carer or an advocate

● who has legal power to make decisions for you.

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 disabilities. 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 with your appeal. We will help you to find one. You can get information about advocates on our website: www.westsussexconnecttosupport.org. Click on the Advice and information box. Then look for the advocacy box.

How do I appeal?

1. You need to speak to either:
   - our Customer Relations Team
What if I need help to make an appeal?

An advocate can help you with your appeal. We will help you to find one.

You can get information about advocates on our website: www.westsussexconnecttosupport.org

Click on the Advice and information box. Then look for the advocacy box.

How do I appeal?

1. You need to speak to either:
   - our Customer Relations Team
— a social care worker

— a member of staff who works with you.

A carer can also speak to Carers Support West Sussex.

2. You must say exactly what you are appealing about. You must do this in 3 weeks of getting the decision you do not agree with.
You can either:

- write
- telephone
- come and see someone
- email.

How to contact the Customer Relations Team and Carers Support West Sussex is at the end of this leaflet.
3. You may find it difficult to appeal in the 3 weeks. Talk about this to either:

- our Customer Relations Team
- a social care worker
- a member of staff who works with you.

4. We will write to you to say that we have got your appeal.
5. Your appeal will be sent to the manager in charge of your care and support. They may ask you for more information.

6. The manager will look at all the information. Then make a decision about your appeal.

7. If the manager agrees with you we write to you. This will be before 3 weeks has gone from the day you gave us the information.

8. The manager may not agree with you. Then they will send your appeal to the Head of Adult Social Care. We will write to tell you why we have done this.
9. The Head of Adult Social Care will look at all the information. They will write to you to say if they agree with you or not. This will be before 2 weeks has gone from the day the information was sent to them.

You may not be happy with what we say about your appeal. Then you can contact the Local Government Ombudsman. This service is independent and free.

Local Government Ombudsman

You can contact the Local Government Ombudsman whenever you want. Even during your appeal. But usually they only look at complaints after we have looked at them.
You can contact the Local Government Ombudsman at:
LGO Advice team
PO Box 4771
Coventry
CV4 0EH

Phone:
0300 061 0614.

Email:
advice@lgo.org.uk

Website:
www.lgo.org.uk
More information

You can find out more about making an appeal. Speak to either:

- a member of our staff who works with you

- Adults CarePoint telephone: 01243 64 21 21

- Email: socialcare@westsussex.gov.uk
Contact us

Customer Relations Team
County Hall
Chichester
West Sussex
PO19 1RQ

Phone:
01243 777100

Textphone:
18001 01243 777100

Email:
feedback@westsussex.gov.uk

Carers Support West Sussex
The Orchard
1–2 Gleneagles Court
Brighton Road
Crawley
West Sussex
RH10 6AD
Other complaints about social care services

There may be other worries or complaints you have about social care services. Or you may not know if making an appeal is the right thing for you. Then contact our Customer Relations Team. How to contact them is at the top of the page.
Credits

This paper has been designed and produced for West Sussex County Council by the EasyRead service at Inspired Services Publishing Ltd. Ref ISL140 16. September 2016.

www.inspiredservices.org.uk

It meets the European EasyRead Standard.

The Making it Easier Group making EasyRead information with Leading Lives.

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

www.inspired.pics