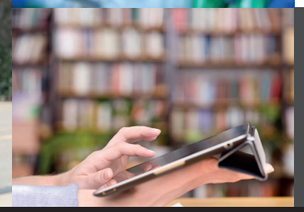
Response licence number
SCE11069

Customer Relations Team
County Hall
Tower Street
Chichester
PO19 1QT

Some services, such as refuse collection, are run by your District or Borough Council. If in doubt, please contact the Customer Relations Team (details on the back page) who will advise you.

The procedure in this leaflet does not affect your right to contact your county councillor or MP. You can also contact your local Citizens Advice who may be able to offer independent advice.



Contacting us

Customer Relations Team

- Customer Relations Team
  County Hall, Chichester
  West Sussex, PO19 1RQ
- Phone: 01243 777100
  (ask for the Customer Relations Team)
- Typetalk: 18001 01243 777100
- Email: feedback@westsussex.gov.uk
- Website: www.westsussex.gov.uk/complaints

Local Government Ombudsman

Our procedure in this leaflet does not affect your rights to contact the Local Government Ombudsman at any time. You can contact them at:

Address: PO Box 4771, Coventry, CV4 0EH.
Phone: 0300 061 0614
Text: 'Call back' to 0762 481 1595
Website: www.lgo.org.uk

If you need this leaflet in another format, please contact us on 01243 642105.

www.westsussex.gov.uk

WS31178(C) 10.2018
(Previous reference WS259)

Comments, compliments and complaints

County Council Services

west sussex county council

www.westsussex.gov.uk/complaints

We value your views and need to know whether our services are meeting your needs and being delivered effectively. We welcome your comments, compliments and complaints, as they help us to review our services. Please let us know if our staff or services have been helpful. However, when you are not entirely satisfied, the purpose of our complaints procedure is to investigate your complaint and put matters right quickly.

This leaflet describes the council's corporate complaints procedure. The services covered by this are: Fire and Rescue • Libraries • Planning • Public rights of way • Registration of births, deaths and marriages • Roads, pavements and transport • Trading standards • Waste disposal and recycling • West Sussex Record Office • and some education services.

Complaints about schools

By law, schools must have their own complaints procedures. You should contact the school and ask for a copy of their procedure. We have no role in these procedures

Complaints about social care services

There are different complaints procedures for Children's social care and for Adults' social care. These are explained in separate leaflets (reference numbers WS31178[A] and WS31178[B]).

The County Council's complaints procedure has two simple stages.

Stage 1 Local Response

The first stage of the procedure is for an appropriate person, usually the local service manager, to respond to your complaint. You can either contact the local office yourself, or make contact through the Customer Relations Team (see details overleaf).

Stage 2 Review

If you are unhappy after stage 1, please ask the Customer Relations Team to arrange a review for the Chief Executive, who will send a final response to your complaint.

If you are still unhappy after this, you can ask the Local Government Ombudsman to investigate how the council has dealt with your complaint (see overleaf).

Timescales
We aim to acknowledge your complaint within 3 working days and to respond in 10 working days, with a maximum of 20.

Lick and stick

Prepaid reply slip

Please use this reply slip for your comment, compliment or complaint. (You do not need a stamp.)

Here are the details of my comment, compliment or complaint.

If you have a comment or complaint, please tell us what action you think we should take to put things right.

If you prefer, you can phone us, write to us, send us an online form (through the website) or email.

Please contact me by phone to talk about my comment, compliment or complaint. (Please tick the box.) ❑

Your full name:

Address:

Your phone number:

Email:

Customer's full name (if different):

Lick and stick

Lick and stick