

# Comments, compliments and complaints about Adults' Social Care

## How to:

- Make a comment about your service.
- Tell us something good about your service (a compliment).
- Complain about your service.



## Appeal or Complaint?

If you don't agree with decisions made by your local social care office about:

- if you should have funded support.
- your assessment.
- how much money you have been given for your support.
- what is in your support plan.



Then you could make an appeal instead of a complaint.

Please ask us about this if you want to know more.



## How to sort out your complaint

### Talk about it

Talk or write to the person who provides your service.

If your problem can't be sorted out immediately or you don't want to talk to that person, you can contact the customer relations team.

Their contact details are on the first page.

You can give the customer relations team your phone number and they will ring you back to talk about your complaint.



## Looking into your complaint

We will ask a manager to look into your complaint.

When we have looked into your complaint, we tell you what we have found out.

We will tell you if we can do the things you want, to solve the problem.

If you are happy with this, your problem will be solved.

If you are not happy with what we say, please let us know.



## Still unhappy ?

Phone the Customer Relations Team on 01243 777100 and we will help you take it further.



**Let us know your comments**

Please use this part below to send us your:

- Comments about your service
- Good things about your service
- Complaints about your service



**Is this a:**

**Comment ?**

**Compliment?**

**Complaint ?**  
(Please tick)

Please write here:



**If this is a complaint. What can we do to make it better?**



Please write here:

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**Please put your details below**



Your full name:

Address:

Phone number:

Customer's full name if different:

## **Questions people have asked before:**



**Who can let us know about their service or make a complaint?**

Any adult who:

- Gets support
- Should be having support
- Might need support
- Is making a complaint for you – someone who is close to you

### **What if I need help with what I want to say?**

If you want to talk about the problem or need help to make a complaint, please contact the Customer Relations Team who can help you.

We can find an advocate (someone who will speak on your behalf, or support you to speak to us).

### **Or you can:**

**Write to :** Customer Relations Team  
 County Hall  
 West Street  
 Chichester  
 West Sussex  
 PO19 1RQ



**Phone:** 01243 777100

**NGT Text Relay:** 18001 01243  
 777100 (you will need to download an app to use this service on your tablet or smartphone)



**Email:**  
 feedback@westsussex.gov.uk



