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Response licence number  
SCE11069



Customer Relations Team  
County Hall  
Tower Street  
Chichester  
PO19 1QT

### Who can make a complaint using this procedure?

If we provide a social care service to you or your children, you, or someone acting for you, can make a comment, compliment or complaint about that service.

Parents, carers, foster carers, special guardians and adoptive parents can use these procedures to make a complaint about the services we provide for children and young people. People known as 'advocates for children and young people' can make a complaint on their behalf.

### What if I need help to make my comment, compliment or complaint?

If you need help with your complaint, please contact us. We can put you in touch with organisations that can help. We can also help children and young people find an advocate (someone who will act on their behalf) to help them make a complaint.

### Complaints about a private children's home or service provider

You can ask the home or the person providing the service for a copy of their complaints procedure so that you can follow that. But if you are unhappy with any residential or support service we have arranged for you or your children, please let us know.

### Complaints about schools

If you have a complaint about any aspect of education provided in a particular school, you should go through that school's complaints procedure.

## 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](mailto:feedback@westsussex.gov.uk)
- Website: [www.westsussex.gov.uk/complaints](http://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](http://www.lgo.org.uk)



Comments,  
compliments  
and complaints

Children's  
social care



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

[www.westsussex.gov.uk](http://www.westsussex.gov.uk)

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We need to know whether our services are being provided effectively and meeting your children’s needs. We value your views. Please let us know if our staff or services have been helpful. You can use the prepaid reply slip on this leaflet.

If you are unhappy with any part of our service, please let the staff you normally deal with know. They will try to settle the matter straight away. If you are still not satisfied, you can contact the manager of the service or the Customer Relations Team (see the contact details at the end of this leaflet). This may involve making a complaint. The children’s social care complaints procedure has three stages.

### Stage 1

You can complain by contacting the Customer Relations Team or by filling in and returning the prepaid reply slip attached to this leaflet.

If you are a child or young person, someone else can make the complaint for you. The Customer Relations Team can help you to find someone to do this for you, or can help you to make the complaint yourself.

We will pass your complaint to an appropriate person, usually the manager of the service you are complaining about. They should give you a response within 10 working days. If your complaint is complicated, it may take up to 20 working days to sort it out. We will let you know if that is the case.

### Stage 2

If you are not satisfied with the response you get, you can contact the Customer Relations Team

and ask to have the complaint investigated by an independent person.

The person who investigates your complaint will send us a written report of what they find. You will receive a copy of this report and a written response from the Head of Service.

### Stage 3

If you are still unhappy, you can ask for your complaint to be considered by a review panel. Review panels are made up of people who do not work for us. The panel considers the reasons why you are not satisfied. It does not investigate your complaint again. The chairperson of the panel will then write to our Director with their suggestions.

If your complaint is still not sorted out you can contact the Local Government Ombudsman (see the contact details at the end of this leaflet).

## 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: \_\_\_\_\_

Customer’s full name (if different): \_\_\_\_\_