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Response licence number  
SCE11069



Customer Relations Team  
County Hall  
Tower Street  
Chichester  
PO19 1QT

### Who can make a comment, compliment or complaint?

Any adult who:

- is already receiving support;
- we have a duty to provide support to;
- might need support; or
- is making the complaint on your behalf, for example, a carer, relative or representative.

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

If you need help, please contact us and we will help you find an advocacy service (someone who will act on your behalf). You could also visit our website for more information [www.westsussex.gov.uk](http://www.westsussex.gov.uk) and type in 'advocacy' in our search box.

### How can I complain about a registered care home or independent care provider?

First of all, ask the provider of the service for a copy of their own complaints procedure and use this. If you have tried this and it did not sort out your complaint, or if you have a problem in dealing with the provider direct, you can contact the Customer Relations Team who will try to help you.

If you arrange and pay for your own residential care or home care then the Local Government Ombudsman may be able to advise you or even look into your complaint. (Contact details on next page.)

## 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

Adults' 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 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.

### Appeal or complaint?

Concerns about an assessment for services or any part of self-directed support (SDS) will usually be dealt with through the SDS appeals process. You will need to contact a social-care worker or Adults' CarePoint to explain you want to appeal against a decision. They will take details of your appeal and explain what happens next. Please call 01243 642121 or email socialcare@westsussex.gov.uk.

You can also find more information in our leaflet 'Self-directed support appeals process' which you can find on our website under 'Social care publications' or phone 01243 642121 and ask for a copy.

### Tell us about it

The best way to get something sorted out is to talk or write to the person dealing with your service. If the matter cannot be sorted out immediately, or if you would prefer not to contact that person, you can contact their manager, or the Customer Relations Team

(see over the page for details). If we can sort the problem out straight away, we will.

### Looking into your complaint

If your complaint is more complicated, we will send you a letter telling you what we plan to do to look into your complaint and how long we think it will take to do this. We call this letter your individual complaints action plan (ICAP). The manager responsible for the service will usually carry this out.

Once we have done this we will let you know what we have found out, and whether we are able to do the things you have asked us to do to solve the problem.

### Still unhappy?

If you are not happy with the outcome, please let us know so that we can see if there is anything else we can do. If we are still not able to sort out your complaint in a way you are happy with, you can ask the Local Government Ombudsman to review the way we have dealt with your complaint (see over the page for details).

## 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