



- If you are having difficulty meeting the 15 day timescale, you need to explain the reasons to the Customer Relations Team, the social care worker, or the member of staff who has been working with you. This will be discussed with you and a decision taken about whether to extend the timescale.
- You will be notified by email or in writing that your appeal has been received.
- The information you provide about your appeal will be passed to the local Operations Manager or Carer Services Manager as appropriate. You may be contacted for more information and/or to discuss a resolution.
- The local Operations Manager or Carer Services Manager will carefully consider all the information and make a decision.
- You can contact your local social care office or Carers Support West Sussex during the appeal process if you want to discuss the issue/s.
- If your appeal is successful at the first stage, you will be notified of the final decision in writing within **15 working days** from the time you provided the information about your appeal to a member of staff.
- If your appeal is not successful at the first stage, the details of your appeal will be referred to the Principal Social Worker for a final decision. You will be notified in writing of the reason why your appeal has been referred to this next stage.
- You will receive a letter from the Principal Social Worker telling you the final decision of the County Council and the reasons why

this decision was made. This will be within **10 working days** from the time the appeal was referred to the Principal Social Worker.

- If you are not satisfied with the final outcome you can contact the Local Government Ombudsman. The service is independent, impartial and free.

Local Government and Social Care Ombudsman

The appeals process does not affect your rights to contact the Local Government and Social Care Ombudsman at any time. However, they will only usually investigate a complaint after you have given us a chance to deal with it ourselves first.

You can contact the LGO Advice Team by completing the online complaint form at www.lgo.org.uk or phone 0300 061 0614.

More information

For more information about the appeals process please contact a member of our staff who has been working with you or our Adults' CarePoint on 01243 642121 or email socialcare@westsussex.gov.uk

Contacting us

♥ **Customer Relations Team**
County Hall, Chichester
West Sussex PO19 1RQ
Phone: 01243 777100
NGT Text Relay: 18001 01243 777100
(Helps people with speech and language difficulties. Available as a downloadable app for computer tablets and smartphones)
Email: feedback@westsussex.gov.uk

♥ **Carers Support West Sussex**
The Orchard
1-2 Gleneagles Court
Brighton Road
Crawley
West Sussex RH10 6AD
Phone: 0300 028 8888
Email: info@carerssupport.org.uk
Website: www.carerssupport.org.uk

♥ **Other concerns about social care services**
If you have a concern or complaint about other aspects of your social care service, or don't know whether an appeal is right for you, please contact our Customer Relations Team. See above contact details.

If you require this leaflet in another format (for example Easy Read, large print or another language) please contact 01243 642121 or socialcare@westsussex.gov.uk

Appeals relating to adult social care

For people needing social care support and their carers



An appeal is a request for a review of a decision(s) taken by local social care officers about your eligibility to receive funded social care, your assessments, your personal budget or your support plan. It is one of a range of options for dealing with concerns or complaints.

We try to make sure that we always provide a high-quality service and sort problems out straight away wherever possible, but we know that there may be times when you are not satisfied. Our appeals process provides a simple way for you to request a review of the decision(s) and to receive a quick response.



Who can appeal?

Any adult (including carers) who:

- has been assessed as eligible to receive funded social care support;
- has been assessed as not eligible to receive funded social care support; or
- has had a financial assessment for the provision of care.

Can someone else appeal on my behalf?

Appeals can be made on behalf of someone meeting the above criteria by anyone who:

- is a person's recognised representative, for example, a relative, a carer, an advocate or someone with Power of Attorney; or
- is making an appeal on a person's behalf with their consent.

What can I appeal about?

The following issues can be dealt with through the appeals process.

- **Eligibility** – the decision by the County Council about whether you are eligible to receive funded social care support and/or what needs the County Council should meet.
- **Self-assessment** – whether you feel the County Council has taken sufficient account of the information you provided.
- **Assessment** – the County Council's view of your needs.



- **Financial assessment** – The amount of disability-related expenditure we take into account when assessing a contribution for providing your care.
- **Support Planning** – the level of choice you have about how the outcomes set out in your support plan are met.
- **Personal budget** – the amount of money allocated to you to meet your outcomes.

What if I need help to make an appeal?

If you need help to make an appeal please contact us and we will help you find an advocacy service (someone who will act on your behalf).

You can also find information about available advocacy services by visiting our website www.westsussex.gov.uk and searching for 'Someone to speak for you'.

How do I appeal?

- You, or someone acting on your behalf, will need to contact our Customer Relations Team, a social care worker, or member of staff who has been working with you, to explain that you want to appeal against a decision. If you are a carer wishing to appeal about your own support, you can also contact a member of staff at Carers Support West Sussex.
- You need to clearly set out the issues you are appealing about. This must be within **15 working days** of being notified of the decision you are appealing against. The easiest way to make your appeal is through our website <https://feedback.infreemation.co.uk/westsussex> but you can also do this by email, by phone, face-to-face or in writing, The contact details of the Customer Relations Team and Carers Support West Sussex are at the end of this leaflet.