

# **Tell us what you think about our services**

**Complaints, Compliments,  
Comments**



**SURREY**

## Compliments and comments

Your feedback is important to us. Please let us know what we do well (compliment) and your thoughts on how we can improve (comment).

### Online form

Please fill in the [compliment or comment form](#) on our website.

### Petitions

If you wish to have your views heard on a council matter or policy you can [submit or support petitions](#).

## How to make a complaint

We want to learn and improve. Let us know if we have done something wrong or not delivered a service we should have. Anyone can make a complaint. You can do it yourself or ask a friend, relative, or someone you trust to make a complaint on your behalf.

The complaints process can vary depending upon the service area involved. If for any reason we are unable to deal with your complaint or there is a more suitable alternative procedure then we will let you know and explain why.

[If your complaint is about social care, local authority schools or school admissions](#) different processes apply.

For all other services we use the following procedure:

## **Stage 1 – Local resolution**

Complaints are first responded to by the responsible service area because we want to resolve complaints quickly and as close to the point of service where we can. Our aim is to provide a full response within 10 working days. If we are going to take longer we will let you know. We will also tell you how to progress your complaint if you remain unhappy.

## **Stage 2 – Investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. The purpose is to establish if there has been any fault by the council in delivering its services.

Your request will be passed to a Customer Relations Investigator who is independent of the service you are complaining about. They will review your complaint and:

- Carry out a further investigation, or
- Refer the complaint back to the service you are complaining about with a request to reconsider all, or specific parts, of your complaint

If we decide to carry out a further investigation we will aim to provide a response within 20 working days. If the investigator needs to confirm the details of your complaint with you it will be 20 working days from that point. If, for any reason, the investigator is unable to keep to this timescale they will let you know and keep you updated.

## **What information do you need to provide?**

It helps us deal with your complaint quicker if you provide as much information as possible, such as:

- Where the incident or event took place
- Relevant dates
- Names of council staff involved
- Any reference numbers you have been given
- The service you were expecting to receive and how that differed from the service you received

It will also help if you explain briefly what you think we should do to put the matter right or how we could have done things differently.

## Contacting Us

You can contact us with your complaint, compliment or comment in the following ways:

**Online:** Use our [complaint, compliment or comment form](#)

**Post:** Customer Relations Team, Room 296-298,  
County Hall, Penrhyn Road  
Kingston upon Thames KT1 1DN

**Phone:** 03456 009 009

## Other useful contacts:

### Local Government and Social Care Ombudsman

You can contact the [Local Government and Social Care Ombudsman](#) (LGSCO) at any time. They are the final stage for complaints about councils. They will normally expect you to have completed all stages of our complaints procedure before considering your complaint.

Phone: 0300 061 0614

### County Councillor

You can contact [your local county councillor](#) to make enquiries on your behalf.

### The Information Commissioner

If your complaint is about whether or not we have complied with the Data Protection Act or the Freedom of Information Act you can contact the [Information Commissioner's Office](#).