

Listening to your views

Making a complaint, comment, or paying a compliment



SURREY
COUNTY COUNCIL

Our services

We provide a range of services for adults living in Surrey. Providing good quality care and support is our top priority. We would like to hear your feedback and any complaints about these services so we can improve.

Why you should tell us what you think

Your views are important to us. We want you to tell us how well we are doing in delivering our services and what we can do better. We welcome your complaints, comments and compliments as they can help us improve how we support you. We will share your compliments with our staff.

Making a complaint

We will always aim to deliver the best possible service, but sometimes things go wrong, or we may fail to meet your expectations. Making a complaint does not mean that you will receive less help from us in future or that your complaint will cause difficulties for you. We can learn a lot from complaints, so we welcome your feedback.

Who should you contact?

If you want to make a complaint or suggestion about our services, you can:

- Contact the person or team that delivers the service you wish to complain about
- Complete the online form provided on the Surrey County Council website
- Complete the customer feedback form at the end of this leaflet or visit: www.surreycc.gov.uk/adultsfeedback
- Contact the Adult Social Care Customer Relations Team (and for assistance in understanding the complaint procedure):

Adult Social Care, Customer Relations Team, Millmead House, Millmead, Guildford, Surrey, GU2 4BB

Telephone: 01483 518300

Text (SMS): 07527 182 861 (for the deaf or hard of hearing)

Textphone (via Relay UK): 18001 0300 200 1005

British Sign Language: www.surreycc.gov.uk/bsl

Email: asc.customerrelations@surreycc.gov.uk

Who can complain?

Anyone who has received, or is in receipt of services, or is seeking support from us. You can complain yourself or with help from someone else such as a friend, a relative or someone who can speak on your behalf, such as an advocate. Further information on advocacy is listed under 'Helpful Contacts' on page 6.

We may need to confirm that another person speaking for you, has your consent to do so. However, we will accept complaints in certain circumstances, where consent may not be required. Complaints can be made anonymously and will be investigated with any appropriate action taken.

What happens next?

When you contact us with your complaint, we will first consider if it can be resolved quickly (usually within 24 hours).

For complaints that cannot be resolved quickly, we will acknowledge your complaint in writing, within three working days from the date it is received. We may contact you to discuss your concerns further and agree a plan of investigation. You should receive a written response to your complaint within 20 working days from when we receive your complaint.

The manager handling your complaint will carry out an investigation and respond to you directly or through your advocate/representative if you prefer. We will ensure the manager has the necessary skills and knowledge to resolve the issues. For complex complaints, we may need more time to

investigate and respond to you. We will keep you informed of the progress of your complaint until it is completed.

If you are not satisfied with the complaint response, you can contact the manager leading on the complaint to discuss your concerns further. Alternatively, you can contact the Customer Relations Team for advice and assistance.

Who can I contact for further help?

If you are still unhappy following the complaint response and we are not able to resolve your concerns to your satisfaction, you can complain to the Local Government and Social Care Ombudsman (LGSCO). The LGSCO provides a free, independent service. Their contact details are:
The Local Government and Social Care Ombudsman

Telephone: 0300 061 0614

Textphone (via Relay UK): 18001 0300 061 0614

Website: www.lgo.org.uk/adult-social-care (there are links to an enquiry form and complaint form on this page).

Or write to: The Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH

Care providers are regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints but is happy to receive information about care provider complaints at any time. The CQC contact details are:

Care Quality Commission, National Correspondence,
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Telephone: 0300 061 6161

Textphone (via Relay UK): 18001 03000 616161

Website: www.cqc.org.uk/contact-us

Is there a time limit?

A complaint must be made no later than 12 months after; the date the matter occurred or, if later, the date the matter came to the notice of the complainant. However, this time limit may not apply in some circumstances.

Helpful contacts:

Advocacy services

Advocacy is for people who face difficulties in being involved in decisions about their care, having their voice heard and normally have no other independent person to help them do so. It can help people say what they want, secure their rights, represent their interests and obtain services they need.

Telephone: 0300 456 2370

Text (SMS): Send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Website: www.pohwer.net/surrey

If you wish to make a complaint about an NHS Service and need the support of an advocate, contact Surrey Independent Living Charity to find out about the Independent Health Complaints Advocacy Service:

Telephone: 01483 310 500

Text (SMS): 07704 265 377 (for the deaf or hard of hearing)

Email: nhsadvocacy@surreyilc.org.uk

Website: www.surreyilc.org.uk

Advocacy in Surrey

Telephone: 0800 335 7330

Website: www.advocacyinsurrey.org.uk

Healthwatch Surrey

If you don't need support making a complaint but would like to share your experience anonymously, then Healthwatch Surrey are interested to hear people's experiences of health and social care provision.

Telephone: 0303 303 0023

Text (SMS): 07592 787533 (for the deaf or hard of hearing)

Email: enquiries@healthwatchsurrey.co.uk

Website: www.healthwatchsurrey.co.uk

Citizens Advice

Telephone: 0800 144 8848

Textphone (via Relay UK): 18001 0800 144 8884

Website: www.citizensadvice.org.uk

If you would like this document in an alternative format or language, please contact:

Telephone: 0300 200 1005

Text (SMS): 07527 182861 (for the deaf or hard of hearing)

Textphone (via Relay UK): 18001 0300 200 1005

Email: asc.infoandadvice@surreycc.gov.uk

Return this form to:

The relevant team, or Customer Relations Team, Adult Social Care, Surrey County Council, Millmead House, Millmead, Guildford, Surrey, GU2 4BB

Or contact by:

Telephone: 01483 518300

Text (SMS): 07527 182 861 (for the deaf or hard of hearing)

Textphone (via Relay UK): 18001 0300 200 1005

British Sign Language: www.surreycc.gov.uk/bsl

Email: asc.customerrelations@surreycc.gov.uk

Adult Social Care Customer Feedback Form

You can use this form to make a complaint, comment or compliment. Enter your details in the space below.

Your name:

Your address:

Your email:

Your phone number:

How would you like us to contact you? For example, post, email, phone.

If by phone, do you have a preferred time (between 9am and 5pm) for us to contact you?

Are you making a complaint, paying you a compliment, or making a comment?

If you are completing this form on behalf of someone else, please provide their details:

Name:

Address:

Email:

Phone:

Your relationship:

Please tell us about your complaint or what your feedback is, including names, dates and places as appropriate in the space below.

If you are making a complaint, please tell us what you want us to do to resolve your complaint (your desired outcome) in the space below.

Do you need an advocate?

Advocacy is available to people using our services who have substantial difficulty in making their voice heard. Advocacy is taking action to help people say what they want, secure their rights, represent their interests and get services they need.

An advocate can speak with you or speak on your behalf.

Do you have any other special needs or requirements that we should know about?