

Listening to your views

Making a complaint, comment, or paying a compliment

This is an accessible Word document of the designed publication, suitable for publishing on our website.



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 feedback form at the end of this leaflet
- 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
Email: asc.customerrelations@surreycc.gov.uk**

Contact the Adult Social Care Information and Advice Service on 0300 200 1005 or text 07527 182861.

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 4 and on the notice boards in our county council care homes.

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 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

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

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

Please note that if your care service is not provided through Surrey County Council and is one you bought with your own funds or using a direct payment, you should complain to the independent provider directly, in line with their complaint procedure. You will still be able to seek further advice from the LGSCO or CQC.

If your complaint concerns information rights or data protection, we will refer the complaint to our Information Governance Team to address. You can also seek further advice from the Information Commissioner's Office (ICO). Their contact details are:

Information Commissioner's Office:

Telephone: 0303 123 1113

Website: www.ico.org.uk

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 in Surrey

Telephone: 0800 335 7330

Website: www.advocacyinsurrey.org.uk

Healthwatch Surrey

Telephone: 0303 303 0023

Website: www.healthwatchsurrey.co.uk

Citizens Advice Surrey

Telephone: 0344 411 1444

Website: www.casurrey.org.uk

If you would like this information in large print, Braille, in audio format or in another language or format, please contact us on:

Telephone: 0300 200 1005

Email: contactcentre.adults@surreycc.gov.uk

Textphone: (via Text Relay) 18001 03456 009 009

SMS: 07527 182861

Return your completed Adult Social Care Customer Feedback 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

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? e.g. 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?