



SURREY
COUNTY COUNCIL

Listening to your views

**Making a complaint, comment or
paying a compliment**

www.surreycc.gov.uk/adultsfeedback

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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.

You can refer to our online information by visiting www.surreycc.gov.uk/adultsfeedback

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: www.surreycc.gov.uk/adultsfeedback
- Complete the customer feedback form at the end of this leaflet
- Contact the Adult Social Care Customer Relations Team (and for assistance in understanding the complaint procedure):
 - **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
- **Address:** Adult Social Care, Customer Relations Team, Millmead House, Millmead, Guildford, Surrey, GU2 4BB

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.

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 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 not satisfied with the response provided to you

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. The contact details for the Local Government and Social Care Ombudsman are:

- **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)
- **Address:** Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH.

Complaints about a provider

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:

- **Telephone:** 0300 061 6161
- **Textphone (via Relay UK):** 18001 03000 616161
- **Website:** www.cqc.org.uk
- **Address:** Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Complaints about care not provided through Surrey County Council

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.

Complaining about how your personal information was used

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

- **Telephone:** 0303 123 1113
- **Textphone (via Relay UK):** 18001 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

Citizens Advice

Provides general and individual advice, including advice on benefits and debt management.

- **Telephone:** 0800 144 8848
- **Textphone (via Relay UK):** 18001 0800 144 8848
- **Website:** www.citizensadvice.org.uk

Healthwatch Surrey

If you don't need support making a complaint but would like to share your experience anonymously, then Healthwatch Surrey is 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@healthwatchesurrey.co.uk
- **Website:** www.healthwatchesurrey.co.uk

Independent Health Complaints Advocacy Service

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
- **Email:** nhsadvocacy@surreyilc.org.uk
- **Website:** www.surreyilc.org.uk

How to request this information in an alternative format or language

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

- **Telephone:** 0300 200 1005
- **Text (SMS):** 07527 182861 (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.infoandadvice@surreycc.gov.uk

How to return the Adult Social Care customer feedback form

You can return the form at the end of this leaflet to the relevant team, or Customer Relations Team:

- **Address:** 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 and post it to the Customer Relations Team address on page 7 or give to the relevant team/professional.

Your name:

Your address:

Your email:

Your telephone number:

How would you like us to contact you? e.g. post, email, telephone:

If by telephone, 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:

- **Their name:**
- **Their address:**
- **Their email:**
- **Their telephone:**
- **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 have any information and communication support needs that we should know about? For example, would you like us to reply to you using a particular format such as Easy Read or Large Print?



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