



Easy
Read



Listening to what you think

Making a complaint

Giving us a comment or compliment



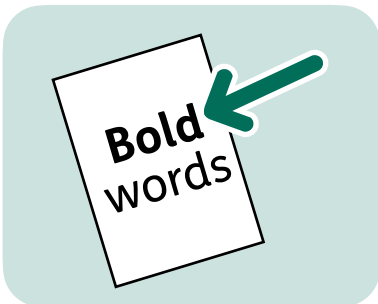
Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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Introduction



Surrey County Council wants to know if our services are good, or if something has gone wrong.



This leaflet tells you how to make a **complaint**, or give us a **comment** or a **compliment**.

A **complaint** is telling us about something we have done badly.



A **comment** is when you want to tell us how to do something differently.



A **compliment** is telling us about something we are good at.



We welcome complaints. They help us to make our services better.

We will share your compliments with our staff.

Making a complaint



We will always try to give you the best service.



But sometimes things go wrong.



Making a complaint will not make problems for you or mean you will get less help from us in the future.

Who can make a complaint



Anyone who is using our services, or anyone who wants to use them, can make a complaint.



You can make a complaint yourself.



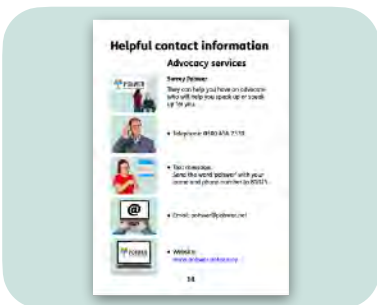
Or you can ask a friend or family member to make the complaint for you.



You can have an **advocate** to help you with your complaint.

An **advocate** is someone who:

- Helps you to speak up.
- Speaks up for you.



You can find out more about getting an advocate on page 18.



You can make a complaint without telling us your name or any personal information - this is called complaining anonymously.

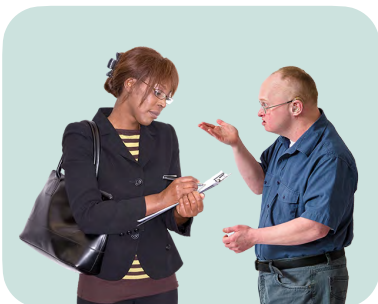
How to tell us what you think



There are lots of different ways that you can tell us what you think.



Please tell us about your complaint as soon as possible.



You can:

- Contact the person or team that runs the service you want to complain about.



- Fill in a form on our website by following this link:
www.surreycc.gov.uk/complaints

If you want to tell us about an Adult Social Care service, you can:



- Fill in the customer feedback form at the end of this leaflet or fill it in online by following this link:
www.surreycc.gov.uk/adultsfeedback



- Contact the Adult Social Care Customer Relations Team by:



- Post:
Adult Social Care
Customer Relations Team
Millmead House
Millmead
Guildford
Surrey
GU2 4BB



- Telephone: 01483 518 300.

You can also contact the Adult Social Care Customer Relations Team by:



- Text message: 07527 182 861.



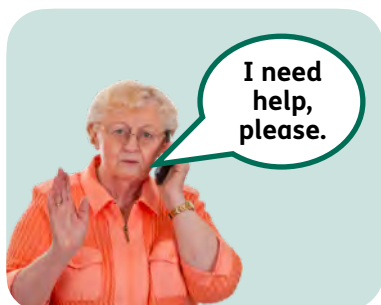
- Textphone (using Relay UK): 18001 0300 200 1005 (this is for people who have trouble speaking or listening on the phone).



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



- Email:
asc.customerrelations@surreycc.gov.uk



You can also contact the Adult Social Care Customer Relations Team if you need help with how to make a complaint.

Time limits



You must make your complaint less than 12 months after:



- The date the problem happened.

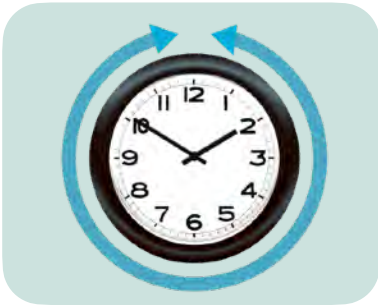


- Or the date you noticed that the problem had happened.



This time limit might not apply in some cases.

What happens next



We will try to sort out your complaint quickly - usually within 24 hours.



If we cannot sort it out quickly, we will write to you within 3 **working days** to tell you we are dealing with your complaint.

Working days are Monday to Friday.



One of our managers will look into what you have told us.



We will write to you within 20 working days telling you what we found out.



If we need more time to look at your complaint we will let you know.



If you are not happy with our reply, you can contact the manager to talk about it in more detail.



Or you can contact the Adult Social Care Customer Relations Team to get advice or help.

If you are still not happy



If you are still unhappy about how we have dealt with your complaint, you can complain to the **Local Government and Social Care Ombudsman (LGSCO)**.

The **LGSCO** looks into complaints about local councils.

You can contact the LGSCO by:



- Phone: 0300 061 0614.



- Textphone (using Relay UK):
18001 0300 061 0614.



- Website:
www.lgo.org.uk/adult-social-care



- Post:
The Local Government and Social
Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

Complaints about a care provider



A **care provider** is an organisation or business that gives care to people, like a care home or carers that look after people in their house.



The Care Quality Commission (CQC) is in charge of checking that care providers are working well.



They do not look into problems that people have.



But you can send the CQC information about problems with a care provider at any time.

You can contact the CQC by:



- Post:
Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



- Telephone: 0300 061 6161.



- Textphone (using Relay UK):
18001 0300 061 6161.



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

Complaining about how your personal information was used



Personal information is information about you, like your name, address and phone number.



You can complain if you are worried that your personal information has been:



- Used in the wrong way.



- Shared with someone who should not have it.



You can get advice about this from the Information Commissioner's Office (ICO).



The ICO is in charge of making sure that organisations keep personal information safe.



You can contact the ICO by:

- Telephone: 0303 123 1113.



- Textphone (Using Relay UK): 18001 0303 123 1113.



- Website: www.ico.org.uk

Helpful contact information

Advocacy services

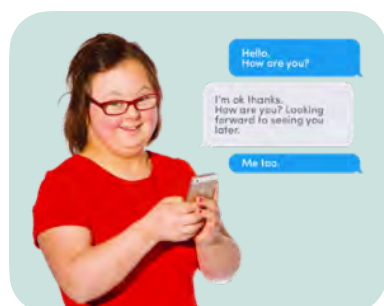


Surrey POhWER

They can help you have an advocate who will help you speak up or speak up for you.



- Telephone: 0300 456 2370.



- Text message:
Send the word 'pohwer' with your name and phone number to 81025.



- Email:
pohwer@pohwer.net



- Website:
www.pohwer.net/surrey

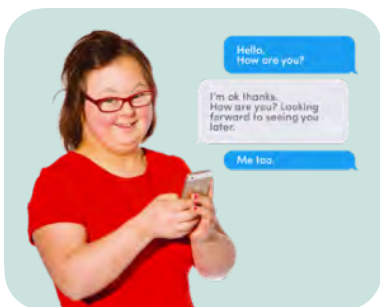
Independent Health Complaints Advocacy



They can help you find an advocate to support you with a complaint about an NHS service.



- Telephone: 01483 310 500.



- Text message: 07704 265 377.



- Email:
nhsadvocacy@surreyilc.org.uk

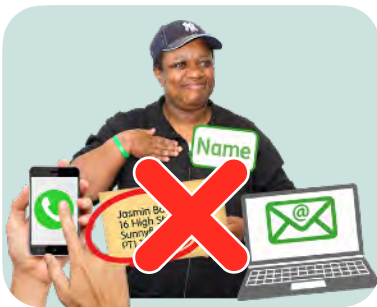


- Website:
www.surreyilc.org.uk

Healthwatch Surrey



They would like to know about what you think of the health or care service you used.



You do not need to give them your name or any personal information.



- Telephone: 0303 303 0023.
- Text message: 07592 787 533.



- Email:
enquiries@healthwatchsurrey.co.uk



- Website:
www.healthwatchsurrey.co.uk

Citizens Advice



They give free advice.



- Telephone: 0800 144 8848.



- Textphone (using Relay UK): 18001 0800 144 8884.



- Website:
www.citizensadvice.org.uk

Adult Social Care customer feedback form



You can use this form to make a complaint, or give us a comment or compliment.



Question 1: What is your name?



Question 2: What is your address?



Question 3: What is your email address?



Question 4: What is your phone number?



Question 5: How would you like us to contact you?

☐ Post

☐ Phone

☐ Email



Question 6: If you would like us to contact you by **phone**, what is the best time to call you?



Question 7: Why are you filling in this form?

- ☐ I am making a complaint.
- ☐ I am giving you a comment.
- ☐ I am giving you a compliment.



Question 8: If you are filling in this form for someone else, please tell us their contact details:



Question 8a: What is their name?



Question 8b: What is their address?



Question 8c: What is their email address?



Question 8d: What is their phone number?



Question 8e: How do you know the person you are filling in this form for?



Question 9: What is your complaint, comment or compliment?

Please tell us:

- The names of people involved.
- The dates when things happened.
- The places where things happened.



Question 10: If you are making a complaint, please tell us what you think we should do to put things right.



Question 11: Do you need an advocate? This is someone to help you say what you want or speak up for you.

☐

Yes

☐

No



Question 12: Do you have any special needs that we need to know about?

A large, empty rectangular box with a green border, intended for the user to write their answer to Question 12.

Thank you



Please send this form back to the team for the service you are complaining about, or send it to:



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

This Easy Read information has been produced by easy-read-online.co.uk

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