

[westsussex.gov.uk/complaints](https://westsussex.gov.uk/complaints)



# Comments, compliments and complaints

Adults' social care



# **We value your views and need to know whether our services are meeting your needs and being delivered effectively.**

We welcome your comments, compliments and complaints, as they help us to review our services.

Please let us know if our staff or services have been helpful.

However, when you are not entirely satisfied, the purpose of our complaints procedure is to investigate your complaint and put matters right quickly.

## Appeal or complaint?

Sometimes we will deal with your concerns as an appeal instead of a complaint. An appeal is a request for a review of a decision about whether you are eligible to receive funded social care, your assessments, your personal budget or your support plan.

The process for appeals is slightly different than for complaints. If you would like more information about the appeals process, you can ask your social care worker. You can also visit our website at [westsussex.gov.uk](http://westsussex.gov.uk) and search under 'Adults' social care publications' for a copy of our leaflet 'Appeals relating to adult social care', or you can contact Adults' CarePoint to ask for a copy.

Please call 01243 642121 or email [socialcare@westsussex.gov.uk](mailto:socialcare@westsussex.gov.uk)

## Tell us about it

The best way to get something sorted out is to talk or write to the person dealing with your service. If the matter cannot be sorted out immediately, or if you would prefer not to contact that person, you can contact their manager or the Customer Relations Team (see over the page for details). If we can sort the problem out straight away, we will.

## Looking into your complaint

We will usually try to contact you or your representative to discuss your complaint and see if we can agree a solution.

Once we have done this we will let you know what we have found out, and whether we are able to do the things you have asked us to do to solve the problem.

## Still unhappy?

If you are not happy with the outcome, please let us know so that we can see if there is anything else we can do. If we are still not able to sort out your complaint in a way you are happy with, you can ask the Local Government Ombudsman to review the way we have dealt with your complaint (see over the page for details).



## **Who can make a comment, compliment or complaint?**

Any adult who:

- is already receiving support;
- we have a duty to provide support to;
- might need support; or
- is making the complaint on your behalf, for example, a carer, relative or representative.

## **What if I need help to make my comment, compliment or complaint?**

If you need help, please contact us and we will help you find an advocacy service (someone who will act on your behalf).

You could also visit our website for more information at **[westsussex.gov.uk](https://www.westsussex.gov.uk)** and type in 'advocacy' in our search box.

## **How can I complain about a registered care home or independent care provider?**

First of all, ask the provider of the service for a copy of their own complaints procedure and use this. If you have tried this and it did not sort out your complaint, or if you have a problem in dealing with the provider direct, you can contact the Customer Relations Team who will try to help you.

If you arrange and pay for your own residential care or home care, the Local Government Ombudsman may be able to give you advice or even look into your complaint.

# Contacting us

## Customer Relations Team

- The quickest and easiest way to log your comment, compliment or complaint is online at: **[westsussex.gov.uk/complaints](https://www.westsussex.gov.uk/complaints)**

If you can't go online:

- Write to: Customer Relations Team,  
County Hall, Chichester,  
West Sussex, PO19 1RQ
- Phone: 01243 777100
- Relay UK: 18001 01243 777100 (for deaf callers from a textphone or the NGT Lite app downloaded onto a computer, tablet or smartphone)

## Local Government Ombudsman

Our procedure in this leaflet does not affect your rights to contact the Local Government Ombudsman at any time. You can contact them at:  
Website: [lgo.org.uk/making-a-complaint](https://lgo.org.uk/making-a-complaint)  
Phone: 0300 061 0614  
Address: PO Box 4771, Coventry, CV4 0EH

If you need this leaflet in another format, please contact us on 01243 642121.

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Clarity approved by  
Plain English Campaign

