

# Making a complaint, comment or compliment



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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**, 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.

# Who can make a complaint



You can make a complaint yourself.



Or you can ask a friend 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 or
- speaks for you at meetings.



You can get an advocate by contacting **Advocacy in Surrey.**

Phone: **0800 335 7330**

Website:

**[www.advocacyinsurrey.org.uk](http://www.advocacyinsurrey.org.uk)**



Please tell us about your complaint as soon as possible.

# How to make a complaint



If you are not happy with the service you are getting from us, you should firstly speak with your support worker or their manager.

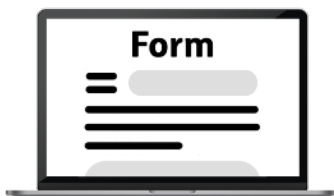


They can probably sort things out quickly and easily.



## Still not happy?

If you are still not happy you can make a complaint. You can do this by:



- filling in the online form on the Surrey Council website:  
**[www.surreycc.gov.uk/complaints-comments-and-compliments/adult-social-care](http://www.surreycc.gov.uk/complaints-comments-and-compliments/adult-social-care)**



- using the Feedback Form on page 14

- contacting our Information and Advice Line:

Phone: **0300 200 1005**

Text: **07527 182861**

- contacting the Adult Social Care Customer Relations Team

Post:

**Millmead House**

**Millmead**

**Guildford**

**Surrey**

**GU2 4BB**

Phone: **01483 518300**

Email:

**[asc.customerrelations@surreycc.gov.uk](mailto:asc.customerrelations@surreycc.gov.uk)**



# What happens to your complaint



When you make a complaint we will try to reply quickly.



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. Working days are Monday to Friday.



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.

## If you are still unhappy

Local Government &  
Social Care  
**OMBUDSMAN**

If you are still unhappy you can ask the **Local Government and Social Care Ombudsman (LGSCO)** to help you.



The **LGSCO** looks into complaints about local councils for the Government.



You can contact the LGSCO at:

Address:

**The Local Government and Social  
Care Ombudsman**

**PO Box 4771**

**Coventry**

**CV4 0EH**



Phone: **0300 061 0614**

Website:

**[www.lgo.org.uk/adult-social-care](http://www.lgo.org.uk/adult-social-care)**

# How to complain about another service



If you want to complain about a service that you bought with your own money, or a direct payment, you must make your complaint to the service provider.

# Helpful contacts



## Advocacy in Surrey

They help you have an advocate.

Phone: **0800 335 7330**

Website:  
**[www.advocacyinsurrey.org.uk](http://www.advocacyinsurrey.org.uk)**



## Healthwatch Surrey

They help with complaints about health and care services.

Phone: **0303 303 0023**

Website:  
**[www.healthwatchsurrey.co.uk](http://www.healthwatchsurrey.co.uk)**





## Citizens Advice Surrey

They give free advice.

Phone: **0344 411 1444**

Website: **[www.casurrey.org.uk](http://www.casurrey.org.uk)**



## Care Quality Commission (CQC)

They check on health and care services for the Government.

Address:

**National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**



Phone: **0300 061 6161**

Website:  
**[www.cqc.org.uk/contact-us.cfm](http://www.cqc.org.uk/contact-us.cfm)**

# Feedback form

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



Your name



Your address



Your email



Your phone number

How would you like us to contact you?

☐

post

☐

phone - what time is best to phone you?

☐

email

Are you...



☐ making a complaint?



☐ saying how much you like what we do?



☐ making a comment?

If you are filling in this form for someone,  
please tell us their...



Name



Address



Email



Phone  
number



How do you  
know them?



Please tell us about your complaint  
compliment or comment. Please give us the  
names of people involved, the dates when  
things happened and the places where things  
happened.







If you are making a complaint, please tell us how you think we should put things right.



Do you need an advocate?

☐ Yes

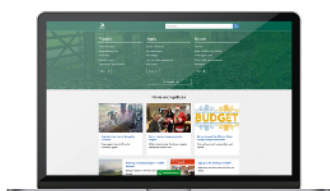
☐ No



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

# For more information

If you need more information please contact us by:



Website: **[www.surreycc.gov.uk/complaints-comments-and-compliments/adult-social-care](http://www.surreycc.gov.uk/complaints-comments-and-compliments/adult-social-care)**



Post:  
**Millmead House  
Millmead  
Guildford  
Surrey  
GU2 4BB**



Phone: **01483 518300**

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**[asc.customerrelations@surreycc.gov.uk](mailto:asc.customerrelations@surreycc.gov.uk)**



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