

Comments, compliments and complaints

We welcome your compliments on any aspect of our care services you are pleased with. We would also like to hear your comments on our care services and your suggestions about how they can be improved. We also want to know if you are unhappy about anything and want to make a complaint.

Whatever you think, please let us know. Your views will help us to plan and improve care services in the future.

Please contact us by:

- Completing and posting the tear-off form to your local office or the Customer Care Manager.
- Telephoning the person or office concerned or the Customer Rights section on 01473 260711.
- Calling in person at one of our offices.

What will happen then?

Compliments will be passed on to the member of staff concerned.

Written **comments** should be acknowledged in writing within five days. A member of staff may contact you to discuss your suggestions.

Complaints should be acknowledged within 5 days of receipt.

All the compliments, comments and complaints we receive are recorded and included in our Annual Report, which is sent to senior managers and County Councillors.

How we deal with complaints

The law says that we must have a complaints procedure for complaints about adult's and children's care services, and it tells us how we must deal with these complaints. This leaflet gives you brief details, but if you want to know more please contact the Customer Care Manager.

We know that most people want something done quickly if they have a complaint. That is why we ask the staff working with you to try to sort out your problem. This approach to solving complaints is what we call informal resolution or Stage 1 of our Complaints Procedure. We usually ask staff to try and resolve your complaint within 20 working days for ACS and 10 working days for CYP. Sometimes, with your agreement, we may take longer.

If staff are unable to resolve your concerns, your complaint may need formal investigation at Stage 2 of our Complaints Procedure.

If you do not want the staff that work with you to try and resolve your complaint - let us know. You have a right to ask for a formal investigation straight away.

Tick the box on the form opposite if you would like to know more about a formal investigation at Stage 2 of the Complaints Procedure.

Normally we can only look at a complaint within 12 months of the events you are complaining about. In exceptional circumstances we may be able to look at complaints about things which happened longer ago than this, but you need to have a good reason for not contacting us sooner. If your complaint is about something that happened more than 12 months ago, please explain why you did not contact us at the time.

Complaints about private agencies or voluntary / independent organisations

If ACS or CYP have arranged another agency to provide your care, for example:

- Private residential care
- Daycare organised by a voluntary organisation
- Private homecare agency

you have a right to use this complaints procedure if you wish.

The Commission for Social Care Inspection & Ofsted

If your comment, compliment or complaint is about a residential or nursing home for adults, or home care provided by the County Council or an agency, you can also contact:

The Commission for Social Care Inspection
5th Floor, St Vincent House, Cutler Street, Ipswich
Telephone: 01473 269050

If your comment, compliment or complaint is about a children's home or an adoption or fostering service, you can also contact:

Ofsted
Royal Exchange Buildings, St Ann's Square
Manchester M2 7LA. Telephone: 08456 404040

Data Protection

Sometimes we will have to share information you give us with other organisations or people outside Suffolk County Council so that your complaint can be investigated fully. We will ask you first before sharing any information that might identify you or the person you are complaining on behalf of.

Form CI

Your Name:

Your address:

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.....Telephone.....

Customer's name (if different):

Customer's address (if different):

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Comment Compliment Complaint

Details:

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Please continue on a separate sheet if necessary

Does your compliment/comment/complaint involve:

Council/department policy Access to/quality of service

Attitude/response of staff Fairness in the way the service is/was provided

Other I would like information about Stage 2 of the Complaints Procedure

If you have a complaint, what do you want to happen to sort it out?

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Please continue on a separate sheet if you wish

DateSignature.....

*Send completed form to your local office or to the Customer Care Manager,
Customer Rights, Suffolk County Council, Floor 2, Endeavour House, 8 Russell Road, Ipswich IP1 2BX*

It is important that our Complaints Procedure is fair and easy to use for all sections of the community. So that we can tell if this is the case, we would be grateful if you could give us some information about yourself. The information you give here will not affect the way your complaint is dealt with.

1) Are you male female

2) Do you have a disability? Yes No

3) Which of the following do you feel describes your ethnicity (the categories provided are recommended by the Department of Health. If you feel these choices do not provide a suitable option, please write how you would describe your ethnic origin).

A: White

- British
- Irish
- Any other White background (please write in)

B: Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background (please write in)

C: Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background (please write in)

D: Black or Black British

- Caribbean
- African
- Any other Black background (please write in)

E: Chinese or Other ethnic group

- Chinese
- Any other (please write in)