



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

- **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

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

Adult Social Care customer feedback form

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

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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