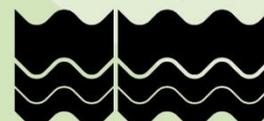


# Your feedback is important to us

How to make a complaint or give feedback about

Adult Social Care services

2020/21 edition



# Getting this information in other formats

## English

You can get all of our leaflets in a format and language to suit your needs. If you would prefer this information in another language or alternative format (for example Easy Read, Braille, on audio tape or CD, or in large print), please contact us using the details below.

Email: [HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk)

Phone: 0345 60 80 191 (Calls are charged at your phone company's local rate.)

Text: 07797 878 111

Minicom via type talk – 18001 0345 60 80 191

If you use sign language we can offer you an interpreter for conversations with us.

## Albanian

Mund të merrni të gjitha broshurat tona në një format dhe gjuhë të përshtatshme për nevojat tuaja. Nëse preferoni të keni këtë informacion në një gjuhë ose format tjetër (për shembull, për lexim të lehtë, me Braille, me shirit kasetofonik ose CD, ose me germa të mëdha), ju lutemi na kontaktoni me hollësitë e mëposhtme.

## Arabic

يمكنك الحصول على جميع منشوراتنا الإعلانية بالشكل واللغة التي تناسب احتياجاتك. إذا كنت تفضل الحصول على هذه المعلومات بلغة أخرى أو بتنسيق بديل (مثل طريقة القراءة السهلة أو برايل أو على شريط صوتي أو قرص مضغوط أو بخط كبير)، فيرجى الاتصال بنا عبر التفاصيل أدناه.

## Bengali

আপনি আমাদের সকল প্রচারপত্র আপনার জন্য উপযুক্ত আকারে এবং ভাষায় পেতে পারেন। আপনি এই তথ্য অন্য ভাষায় বা বিকল্প আকারে পেতে চাইলে (যেমন ইজি রিড, ব্রেইল, অডিও টেপে বা সিডি-তে, অথবা বড় ছাপা অক্ষরে), অনুগ্রহ করে নীচে দেওয়া বিবরণ ব্যবহার করে আমাদের সাথে যোগাযোগ করুন।

## Cantonese

我們可以根據您的需求，以適合的格式和語言提供所有宣傳單。如需此資訊的其他語言版本或其他格式（如易讀版、盲文、錄音帶或 CD 或大字印刷體），請使用上述詳細資訊與我們聯絡。

## Kurdish

دهتوانیت هه موو نامیلکه کانمان وهریگریت به فۆرمات و زمانیک که له گه ل پێداویستییه کانت ده گونجیت. ئه گه ر دهتهوویت ئه م زانیاریانه به زمان یان فۆرماتیکی تر بۆ تۆ ئاماده بکهین (بۆ نمونه، ئیزی رید/ناسان خویندنه وه، خه تی برهیل، کاسیت یان سیدی دهنگ، یان به چاپی گه وره)، تکایه له رێگه ی ئه م ژماره و ناو نیشانانه ی خواره وه په یوه ندیمان پێوه بکه.

## Mandarin

我们可以根据您的需求，以适合的格式和语言提供所有宣传单。如需此信息的其他语言版本或其他格式（如易读版、盲文、录音带或 CD 或大字印刷体），请使用上述详细信息与我们联系。

## Polish

Wszystkie nasze ulotki można otrzymać w formacie i języku dostosowanym do indywidualnych potrzeb. W razie chęci otrzymania niniejszych informacji w innym języku lub formacie (np. wersja do łatwego czytania, alfabet Braille'a, kasetta audio, płyta CD lub wydruk dużą czcionką), należy się z nami skontaktować korzystając z danych podanych poniżej.

## Portuguese

Pode obter todas as brochuras num formato e num idioma que se adequa às suas necessidades. Se preferir estas informações em outro idioma ou formato alternativo (por exemplo, Leitura Fácil, Braille, em cassete de áudio ou CD, ou em impressão grande), por favor, contacte-nos utilizando os detalhes abaixo.

## Russian

Наши буклеты предоставляются в том формате и на том языке, которые подходят вам. Если вы хотите получить информацию на другом языке или в другом формате (например, в упрощенной форме, шрифтом Брайля, в виде аудиозаписи, компакт-диска или в напечатанном виде), свяжитесь с нами по данным, указанным ниже.

## Turkish

Tüm broşürlerimizi, ihtiyaçlarınıza uygun formatta ve dilde edinebilirsiniz. Bu bilgiyi başka bir dilde veya (kolay okuma, Braille alfabesi, ses bandı, CD veya büyük harfli baskı gibi) alternatif bir formatta edinmek isterseniz, lütfen aşağıdaki bilgileri kullanarak bizimle iletişime geçiniz.

## **Tell us what you think**

Our aim is to provide high quality Adult Social Care services. We are always pleased to hear about your views and experiences of our services, whether good or bad, as this can help us to learn and improve how we do things in the future.

Your feedback may include complimenting us when things have gone well, providing comments or suggestions for how we can do things better, or making a complaint when things have gone wrong.

## **How to contact the Complaints and Feedback Team**

Address: East Sussex County Council  
County Hall  
St Anne's Crescent  
Lewes  
BN7 1UE

Phone: 01273 481242

Email: [asccomplaintsfeedback@eastsussex.gov.uk](mailto:asccomplaintsfeedback@eastsussex.gov.uk)

Website: [www.eastsussex.gov.uk/socialcarefeedback](http://www.eastsussex.gov.uk/socialcarefeedback)

Twitter: [twitter@eastsussexcc](https://twitter.com/eastsussexcc)

Facebook: [www.facebook.com/eastsussexcc](http://www.facebook.com/eastsussexcc)

## **Making a complaint**

If you are unhappy with a service, please don't be afraid to get in touch with us. A good start is to contact the person or team who has been involved with you, because often things can be put right quickly. If you have already done this or would rather speak with someone else, your concerns can be raised with the Complaints and Feedback Team.

Try not to leave it for more than a year from when you first knew about the problem, otherwise it can be difficult to find out what went wrong and we may not be able to help.

Don't worry, making a complaint will not have a negative effect on any service you receive in the future and your information will be handled confidentially.

## **Listening, responding, improving**

Councils with Adult Social Care responsibilities must respond to complaints by law. We want to, and will:

- listen to your experiences and take your concerns seriously
- work together with you in a mutually respectful way
- make enquiries into the matters you raise
- respond to your concerns in a fair and timely way, putting your needs at the centre of what we do, and
- improve our services by learning from your experiences.

## **Who can make a complaint?**

- Anyone who receives an Adult Social Care service under the Care Act 2014.
- Anyone who believes they have been unfairly refused a service.
- A friend, family member or representative of the person who receives a service, or believes they should receive a service. They may already have authority to act on your behalf if you are not able to make decisions for yourself. If you are able to make your own decisions, you will need to give permission for another person to raise a complaint on your behalf.
- An advocate can also help you – see our ‘Factsheet FS2: Independent Advocacy – Someone to speak up for you’.

## **What can you complain about?**

You can complain about any part of our services, including assessments and reviews, quality of services and staff attitude.

We can advise you where issues do not fall under the complaints process, such as safeguarding concerns. We will always direct you to the right people to contact.

## **What happens when you make a complaint?**

When you contact us with your concerns, we will:

- acknowledge your complaint within three working days
- ask you from the outset what you would like to happen to put things right
- agree with you how we plan to respond to your complaint
- arrange for a manager to make enquiries and provide you with a response, usually within 10 to 20 working days , although sometimes it may take longer
- oversee a response that will include a summary of findings and any service improvements, and
- co-ordinate the process by keeping you updated and being your point of contact.

## What happens if you are not satisfied with the complaint response?

If you are not happy with the response or the way we have handled your concerns, you will have the opportunity to tell us what else you feel might help to put things right, which we will consider.

If, after this, you remain dissatisfied, you can contact the Local Government and Social Care Ombudsman who may investigate your complaint. Their contact details are:

Address: PO Box 4771, Coventry, CV4 0EH

Phone: 0300 061 0614

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

## If your comment or complaint is about local health services

Patient Advice and Liaison Service (PALS) provide confidential advice and support about any concerns you may have about the care provided by East Sussex Healthcare. This service is independent and acts on your behalf to sort out problems quickly. You can contact PALS at Conquest Hospital or Eastbourne District General Hospital.

- **Conquest Hospital**  
The Ridge, St. Leonards-on-Sea, TN37 7RD  
Phone: 01424 758090.  
Email: [palsh@esht.nhs.uk](mailto:palsh@esht.nhs.uk)
- **Eastbourne District General Hospital**  
Kings Drive, Eastbourne, BN21 2UD  
Phone: 01323 435886.  
Email: [palse@esht.nhs.uk](mailto:palse@esht.nhs.uk)

## Getting involved

If you would like to be involved in shaping our services, we are always looking for new members to join the People Bank. The People Bank is a database of volunteers who have an interest in our services. Membership is voluntary and there are many ways you can be involved. Once you have joined and told us how you'd like to be involved, the People Bank team will be able to match you with opportunities when they are available. For more information:

Visit our website: [www.eastsussex.gov.uk/socialcare](http://www.eastsussex.gov.uk/socialcare)

Email: [Consultation.ASC@eastsussex.gov.uk](mailto:Consultation.ASC@eastsussex.gov.uk)

Phone: 01273 481565

## **Tell us what you think**

Name:

Address:

Phone number:

Email address:

Signed

Date

Please provide your feedback below and return to the Complaints and Feedback Team using the contact details at the start of this leaflet.