



Comments and complaints



How to make a complaint or talk to us about your service.



We want to know what you think



We would like to know if we have done something wrong.



We would like to know if the services you have used have been good.



If you tell us you are unhappy, we will not treat you differently because of it.



Making a Complaint



If you are unhappy about something like:

- Your assessment or review
- Not getting good support
- If we were rude or unhelpful



You can tell us you are not happy.

If you do not want to talk to us, you can ask someone you know to speak to us.



This could be an **advocate**.

An **advocate** is someone who helps you have your say.



How to Complain

You can write to us at:



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



You can phone us on:

01273 481242



You can email us at:

asccomplaintsfeedback@eastsussex.gov.uk



You can tell us using Twitter:

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



You can tell us using Facebook:

facebook.com/eastsussexcc



We will listen to you and find out about the things you tell us.



We will be fair.

We will let you know that we got your complaint within 3 days.



We will give you an answer in 10 to 20 working days.



If you are not happy with what we have said, you can go to the **Ombudsman**.



An **Ombudsman** finds out facts. They will listen to what you say. They will not take sides.



If the Ombudsman agrees that there is something wrong they will help put it right.

How to Contact the Ombudsman



You can write to the Ombudsman.

The address is:



PO Box 4771, Coventry, CV4 0EH



You can telephone the Ombudsman:

0300 061 0614 / 0845 602 1983



You can go to their website:

www.lgo.org.uk