

Have Your Say

Comments, Compliments and Complaints

We care about what you think

Your comments, compliments and complaints help us understand what we do well and what we could do better. They help us to improve services when needed and also to plan for the future. Whatever you think about our services, please let us know. Compliments will be passed on to the member of staff concerned, via their team manager. Comments and complaints will be acknowledged in writing within 5 working days and a member of staff may contact you to discuss your suggestions.

Please contact us by:

- Completing the online form at www.suffolk.gov.uk/feedback
- Emailing us at customerrights@suffolk.gov.uk
- Telephoning SCC Complaints Team (Customer Rights) on 0345 266 1821
- Posting the feedback form to the SCC Complaints Team (Customer Rights)

How to make a complaint

Complaints about different services

If you are unhappy about a service provided by children's or adult's social care services, your concerns may be able to be considered in the statutory complaints procedures for these services. If your complaint is about a school, please contact the head teacher. Schools have their own complaints procedures. The procedure is explained on our website, at www.suffolk.gov.uk/feedback.

What is a complaint?

A complaint is an expression of dissatisfaction with the standard of service, action, or lack of action, by the council or others working on our behalf.

Stage 1

Local resolution

We aim to sort out your complaint to your satisfaction as quickly and informally as possible. In some cases this may be 'on the spot' or within 20 working days.

Stage 2

If you are not happy with the response at Stage 1, you can ask for your complaint to be considered at Stage 2. We will review your complaint and advise you within 5 working days whether the complaint will be progressed to Stage 2. If we do decide to put the complaint forward to Stage 2 this will involve someone independent of the service you are complaining about, looking into your outstanding issues and reporting to the Director or designated Assistant Director responsible.

Local Government and Social Care Ombudsman

If you are not happy about the way the council have dealt with your complaint, you can contact the Local Government and Social Care Ombudsman at any time.

The Local Government and Social Care Ombudsman will usually expect the council to have had the opportunity to resolve your complaint in the first instance.

Telephone: 0300 061 0614

Web: www.lgo.org.uk for more information.

Our promise

- Your contact will be acknowledged within 5 working days.
- In most cases, we'll give you a full response to your complaint within 20 working days. If we need more time to provide the response, we will contact you.
- We will look into your complaint thoroughly and fairly.
- We will be open and courteous
- We are supportive of all complainants and minority groups and those with additional needs
- We will treat the information you give us as confidential.
- We will apologise if we have got things wrong.

How to contact us

For information and advice contact

Address: SCC Complaints Team (Customer Rights)
Suffolk County Council
Endeavour House
8 Russell Road, Ipswich
Suffolk IP1 2BX

Phone: 0345 266 1821

E-mail: customerrights@suffolk.gov.uk

Website: www.suffolk.gov.uk/feedback

If you would like this information in **another language or format**,
including **audio tape, large print or easy read**,

please call **03456 066 067**