

# Have Your Say

## Comments, Compliments and Complaints



We want you to tell us what you think. We try to make changes that are good for most people.

Sometimes you need to tell us something.



If you tell someone you are not happy and want something changed, this is a **complaint**.



If you say how things could improve, this is a **comment**.



If you tell someone you are happy and things are good this is a **compliment**.

- ⇒ It's OK to complain.
- ⇒ You have rights.
- ⇒ We will listen to you.

## Care Quality Commission

You can find more information about how to make a complaint about adult services here <http://www.cqc.org.uk/>

## How to get in touch

You can contact us in person, by phone, email or by letter:

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

**Email:** [customerrights@suffolk.gov.uk](mailto:customerrights@suffolk.gov.uk)

**Phone:** 0345 266 1821

**Web:** [www.suffolk.gov.uk/feedback](http://www.suffolk.gov.uk/feedback)

## Complaints about social care services or Council-funded care

You can make a complaint to your council if it pays for your care. If you are unhappy with the outcome of your complaint, you can contact the [Local Government Ombudsman](#).

If you have been through a complaints process and you are not happy with the response you received you can contact:

**Post:** *Local Government Ombudsman  
PO Box 4771,  
Coventry  
CV4 0EH*

**Telephone:** 0300 061 0614

**Web site:** [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)