

Have Your Say



Comments, Compliments and Complaints

We care about what you think

Your views will help us to plan and improve care services in the future. We welcome your compliments on any aspect of our care services you are pleased with. We would like to hear your comments on our care services and your suggestions about how they can be improved. We also want to know if you are unhappy about anything and want to make a complaint. Whatever you think, please let us know.

Please complete this form and return to SCC Complaints Team (Customer Rights) along with any supporting documents you would like to include, to the address at the bottom of the page.

Your details

Name:

Address:

E-mail address:

Contact number:

You can find more information regarding Suffolk County Council comments, compliments and complaints procedure on www.suffolk.gov.uk/feedback

It would help us to know which service area your comment, compliment or complaint refers to?

Children and Young
People's Services

Adult Social Care
Services

Other– please state in the space below
e.g. Highways, Registrars, Rights of Way

Have you contacted us before about this? If yes, please say who you have been speaking to about it.

If you are complaining on behalf of a child or a vulnerable adult please list their name, address, contact details and your relationship to them below.

Please provide as much detail of your Comment, Compliment or Complaint as you can in the box below. If you require more space please continue on another page.

What action would you like taken?

It is important that our Complaints Procedure is fair and easy to use for all sections of the community. So that we can tell if this is the case, we would be grateful if you could give us some information about yourself. The information you give here will not affect the way your complaint is dealt with.

1) Are you Male Female

2) Do you have a disability? Yes No

A: White

- British
- Irish
- Any other White background
(please write in)

B: Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

C: Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
(please write in)

E: Chinese or Other ethnic group

- Chinese
- Any other (please write in)

D: Black or Black British

- Caribbean
- African
- Any other Black background
(please write in)

I confirm that the details provided above are complete and accurate

Yes No

Signature _____