

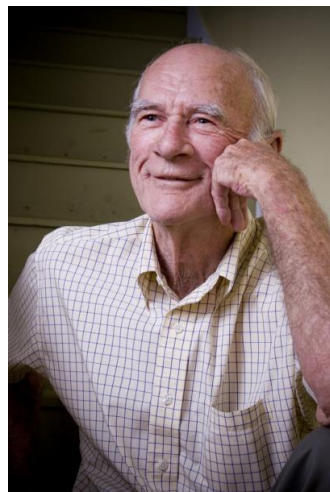
Tell us what you think about our services



Complaints



Compliments



Comments

Useful Contacts

The Contact Centre – to make an enquiry/complaint:

General enquiries	03456 009 009	(8am-6pm weekdays)
General enquiries (overseas)	+44 20 8541 9944	(8am-6pm weekdays)
Libraries	0300 200 1001	(8am-6pm weekdays - 9am-5pm Saturdays)
Registration service	0300 200 1002	} (8am-6pm weekdays)
Roads and transport	0300 200 1003	
Schools, childcare and adult education	0300 200 1004	
Adult social care	0300 200 1005	
Children's social care	0300 200 1006	

Fax: 020 8541 9004

On-line: <http://www.surreycc.gov.uk/contact-us>

Email: contact.centre@surreycc.gov.uk

For further formation about the complaints process:

Adults Social Care

Customer Relations Team
Millmead House
Millmead
Guildford
Surrey GU2 4BB
Phone: 01483 518300
Email: asc.customerrelations@surreycc.gov.uk

Children's, Schools & Learning

Children's Rights Team
Customer Relations
3rd Floor Quadrant Court
35 Guildford Road
Woking
Surrey GU22 7QQ
Phone: 01483 519095
Fax: 01483 519446
Email: families.feedback@surreycc.gov.uk

Children's free phone number: 08000 562 132
(not free from mobiles)
Children's text number: 07805 846 386
Children's email : be.heard@surreycc.gov.uk

Other Services:

Customer Relations Team
County Hall
Room 296-298, Penrhyn Road
Kingston Upon Thames
Surrey KT1 1DN
Phone: 020 8541 9100
Fax: 020 8541 9575
Email: county.complaints@surreycc.gov.uk

Other contacts:

Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH
Phone: 0300 061 0614
Fax: 024 7682 0001
Text: 'call back' to 0762 480 4299
Website: www.lgo.org.uk/making-a-complaint

The Information Commissioner

Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545 745
Email: data@protection.gov.uk
Website: www.ico.org.uk

Your feedback is important to us because we want to know if our services are meeting your needs and being delivered effectively.

Your comment, compliment or complaint will help us improve so that we can give you a better service. You may want to tell us about what we did well (compliment); your thoughts on improvements (comments) and where you think we have failed you (complaints).

This guide will help you to give us your feedback.

Compliments and comments

You can send us your compliments and comments in the following ways:

Online	- using our online feedback form http://www.surreycc.gov.uk/onlinefeedback
Post	- by letter or by using the feedback form available on our website.
Telephone	- 03456 009 009 (8am-6pm weekdays)
Fax	- 020 8541 9575
Minicom	- 020 8541 9698
SMS	- 07527 182 861

Take our survey

If you have recently contacted us, you can tell us about your experience using our online customer satisfaction survey - <http://www.surreycc.gov.uk/customersatisfaction> .

Outstanding customer service award

If a member of our staff has given outstanding customer service, you can nominate them for a Tower Award through our website <http://www.surreycc.gov.uk/customerservice>.

Petitions

You can submit petitions to Surrey County Council or your local district or borough council online. You can also view and support petitions created by other people <http://www.surreycc.gov.uk/petitions> .

How to make a complaint

Who can complain?

Anyone can complain. You may complain yourself or ask a friend, relative or someone else to complain on your behalf (they will need to show that they have your permission).

Who can help you make a complaint?

Anyone can help you make a complaint. They can be someone you know or someone from a voluntary organisation, such as a mediator or advocate, who can help explain your concerns for you.

You can also use a translator or a sign language interpreter to help.

What information do you need to provide for your complaint?

It helps us to deal with your complaint quicker if you provide as much information as possible, such as:

- the location/site of the subject of your complaint
- relevant dates
- names of any council staff involved
- the service you were expecting to receive and how that differed from the service you received

It will also help if you explain briefly what you think we should do to put the matter right or how we could have done things differently.

How to tell us about your complaint?

If you have contact details you can send your feedback directly to the person who delivered the service or their manager. Alternatively you can:

- Send us a letter or complaint form which can be downloaded from our website, or complete our on-line form <http://www.surreycc.gov.uk/onlinefeedback>
- Phone our contact centre
- Contact your local county councillor – contact information is available on the council's website <http://www.surreycc.gov.uk/your-council>

How we deal with your complaint

The complaints process can vary depending upon the service area involved. If your complaint is about social care, local education authority schools or school admission appeal you should check the processes which apply through our website <http://www.surreycc.gov.uk/complaints>

For other services the procedure described below applies.

Stage 1

The first time you make a complaint, the service area you are complaining about will provide a response. We will confirm that we have registered your complaint within 5 days of receiving it.

We will try to sort out your complaint as quickly we can. Our aim is to provide a full response within 10 working days. If we are going to take longer we will let you know.

Usually we will be able to resolve your issue at this stage but if you are dissatisfied with the stage 1 response your complaint can be escalated to Stage 2.

Stage 2

If you feel that a Stage 2 investigation is required you should make your request to the Customer Relations Team.

Your request will be passed to a Customer Relations Investigator for assessment. They will review your complaint, what has already happened and take one of the following actions;

- Arrange for an investigator, who is independent of the service you are complaining about, to carry out a further investigation
- Refer the complaint back to the service you are complaining about with a request to reconsider all or specific parts of your complaint
- Decide not to carry out a further investigation if any of the following apply:
 - your complaint was properly dealt with at stage 1
 - there is no evidence that we are at fault in delivering our service; this includes failure to follow law, government guidance or our own policies, procedures and best practice
 - further investigation would not result in the outcome you are seeking
 - there is a more appropriate route for resolution

We will let you know the action we intend to take within 10 working days.

If we decide to carry out a further investigation, the investigator will get in touch with you to let you know the outcome. We aim to provide a provisional response within 20 working days. Complex complaints may take longer and if this is the case we will keep you informed.

If you are dissatisfied with the outcome of your complaint you can contact the Local Government Ombudsman.

Local Government Ombudsman

You can contact the Local Government Ombudsman at any time. However, they will normally expect you to have completed all stages of our complaints procedure before considering your complaint.

If your complaint is about whether or not we have complied with the Data Protection Act or the Freedom of Information Act, you can contact the Information Commissioner. For more information regarding the Freedom of Information Act please see our website

<http://www.surreycc.gov.uk/your-council/accessing-information-that-we-hold>.

Monitoring Satisfaction

To help us improve our service we, or someone on our behalf, may contact you during the next six months to monitor how satisfied you were with the way your complaint was handled.

If you do not wish to take part please contact our Customer Relations Team.

The personal data that we hold on you will be processed in accordance with the Data Protection Act 1998. The personal information that you provide will only be used for the purposes of customer feedback monitoring and will not be disclosed to any outside person or organisation unless required to do so by law or by your consent.

If you would like this leaflet in large print or tape or in another language, please get in touch with our Contact Centre