



COMMENTS, COMPLAINTS, COMPLIMENTS FORM

# Sutton's Adult Social Services

take part, take pride



# Sutton's Adult Social Services

We always welcome your feedback. This leaflet is for:

**Comments & Compliments** - Tell us when we have done something well or you have a suggestion.

**Complaints** - Tell us if you are unhappy with a service so we can put things right.

## Complaints

It is best to try and resolve issues with the person you usually deal with. Often they can sort the problem out for you. But if you still have a complaint about the service after you have spoken to this person or their Manager you can contact the Corporate Customer Care Team : -

- Send us an email to: **complaints@sutton.gov.uk** or complete the complaints **E-form** on our website.
- Write us a letter or send us the completed form at the back of this leaflet to: **The Corporate Customer Care Team, London Borough of Sutton, Civic Offices, St Nicholas Way, Sutton, SM1 1EA**
- Telephone us: **0208 770 5000** (contact centre) & ask for the Corporate Customer Care Team.

Please note your complaint should be about something that has happened in the last 12 months.



## What can you expect from us?

- ↘ We will listen and take your complaint seriously
- ↘ We will deal with your complaint fairly
- ↘ We will tell you how long our investigations will take
- ↘ We will apologise if we have done something wrong and tell you how we will put things right
- ↘ We will keep all information about you confidential

## Do you need help with your complaint?

### Who can help and support you to do this?

- ↘ A friend, neighbour or relative
- ↘ Your doctor, carer or personal assistant
- ↘ A Councillor, or your local Member of Parliament
- ↘ Any other advocate of your choice

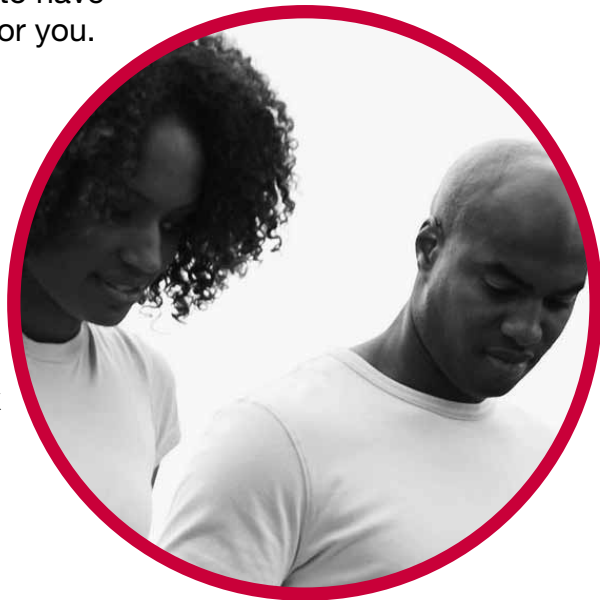
Please note that they will need to have your written permission to act for you.

## You can also get help from:

### Citizens Advice Bureau

**Tel** 0208 405 3552

**Web** [www.suttonadvice.org.uk](http://www.suttonadvice.org.uk)



## What happens next?

We will log and acknowledge your complaint within 3 working days. We will appoint an investigating officer to look at your complaint. He or she will:

- Contact you to establish the full facts of your complaint and your desired outcomes.
- Discuss the possibility of agreeing an acceptable resolution of your complaint without the need for formal investigation. Under these circumstances, written confirmation of the resolution will be sent to you.
- Explain what happens next and how long it should take if a full investigation is required.

## What if you are not happy with the outcome?

You can contact the investigating officer to discuss it further or you can ask the Local Government Ombudsman to help. The Local Government Ombudsman is a free, independent national service that investigates complaints against councils.

The Local Government Ombudsman  
PO Box 4771  
COVENTRY CV4 0EH

**Tel** 0300 061 0614

**Web** [www.lgo.org.uk](http://www.lgo.org.uk)

**Text** You can also text 'Call back'  
to 0762 480 3014



# Comments, complaints and compliments form

Please use **CAPITAL** letters. When you have filled out the form, please post it to the address on page 2 or hand it in to Civic Offices.

I would like to make a:

Comment

Complaint

Compliment

Full Name:

.....

House Number:

Street:

.....

Town:

Post Code:

.....

Telephone Number:

.....

Email address:

.....



If you are not the person receiving the service please include their written permission with your complaint.

Help us to help you by providing as much information as possible, including any relevant dates, names of staff and if applicable what you would like us to do to put things right. Please give details below:

.....

.....

.....

*Continue overleaf*



**If you would like this document in another language or format please tick the box and fill in your name and address below.**

إذا كنت تريد الحصول على نسخة من هذه الوثيقة بلغة أخرى أو بشكل آخر،  
فیرجى وضع إشارة في الخانة وتقديم اسمك وعنوانك أدناه.

Arabic

আপনি যদি এই নথিটিকে অন্য ভাষা বা ফরম্যাটে পেতে চান, বক্সে টিক দিন  
এবং নীচে আপনার নাম ও ঠিকানা পূরণ করুন।

Bengali

倘若你需要本檔以另一種語言或格式提供，  
請在所需要的語言或格式上打✓ 並在下面填寫你的姓名和住址

Cantonese

اگر این سند را به زبان دیگر یا شکل و فارمت دیگر می خواهید، شکل  
کنار را نشانی نموده نام و آدرس خویش را در زیر بیان دارید.

Dari

Si vous voulez ce document dans une autre langue ou un autre format,  
veuillez cocher la case et indiquer vos nom et adresse ci-dessous

French

이 문서를 다른 언어나 양식으로 원하실 경우, 네모 칸에 “✓” 표시를  
하고 아래에 이름과 주소를 적어 주십시오.

Korean

Heke vê mijarê bi zimanekî din yan şiklekî din dixwazin,  
li baska rûbirû da nîşan bikin û nav û nîşana xwe li jêr da binvîsin.

Kurdish  
Kurmanji

ئەگەر تۆم بابەتێمان بە زمان یان فۆرماتیکی تر دەوێت، لەو بەکاسی  
رووبەر وودا نیشانەى تک لێدەن و ناو و ناو نیشانەتان لەو بەشەى خوارمودا بنووسن.

Kurdish  
Sorani

如果你需要本文件以另一种语言或格式提供，  
请在所需要的语言或格式上打✓ 并在下面填写你的姓名和住址

Mandarin

که دا سند په کوم بله ژبه او فارمېت غواړئ، شکل ته نشاني و اچوئ  
او خپل نوم او پته په لاندي ډول وليکئ.

Pashto

Jeżeli chciałbyś otrzymać ten dokument w innym języku lub formacie  
zaznacz kwadrat i wpisz swoje nazwisko oraz adres poniżej

Polish

நீங்கள் இந்த ஆவணத்தை வேறொரு மொழியில் அல்லது  
வடிவில் விரும்பினால் தயவு செய்து பெட்டியில் டிக் செய்து  
உங்கள் பெயர் மற்றும் முகவரியை கீழே நிரப்பவும்.

Tamil

اگر آپ کو یہ دستاویز کسی دوسری زبان یا شکل میں درکار ہو تو اس باکس پر  
نشان لگائیں اور ذیل میں اپنا نام اور پتہ درج کریں۔

Urdu

Many publications can be  
downloaded directly from our  
website [www.sutton.gov.uk](http://www.sutton.gov.uk)

Braille

Large  
print

Audio  
format

Name: .....

Please return the form to:

Address: .....

London Borough of Sutton

.....

Civic Offices

..... Postcode: .....

St Nicholas Way

Telephone No: .....

SUTTON SM1 1EA

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Comments



Complaints



Compliments