



Cambridgeshire  
County Council



## **What do you think about Social Care services**

**Please tell us...**

This leaflet explains how you can comment about the social care services you receive. You can use it to let us know when we have done things well and also when you feel things have gone wrong. We are committed to providing high quality services and we want to know how **you** feel we are performing. Please tell us and help us to help you.

- If you feel that staff have done something particularly well, or if there is something you particularly like about our service, please let us know so that we can keep doing it.
- If you want to suggest how we could improve how we do things, or if you have views about any of our policies or how we allocate resources, please let us know so that we can take this into account when reviewing and planning our services.
- If you think things have gone wrong, please let us know so that we can try to put it right and prevent it happening again.

The information you give us will only be shared with those who need to know to enable us to take action about your comments. If your complaint is about a member of staff or an agency then we will tell them who has made the complaint unless you ask us not to do so.

You can tell us about your comments:

- in person,
- by telephone,
- by writing to us,
- by filling in the attached form,
- by e-mail.

### **If you need help**

If you have any difficulties in making your comments then please ask someone to help you. This will not affect the way that we deal with your comments. You can ask anyone to make a comment for you - although in certain circumstances we will check with you that you agree with what has been written down. There are groups, organisations or advocates that can help you. Please ask the Customer Care Manager for advice.

## WHAT HAPPENS WHEN I MAKE...

### A COMMENT?

Positive comments are passed to the Manager in charge of the service.

Suggestions or Representations about policy or resource (e.g. Where people are unhappy about increased charges for services) are passed to Senior Managers and Councillors.

### A COMPLIMENT?

Your compliment will be forwarded to the appropriate department. If your compliment relates to a specific County Council Employee, they will be informed.

### A COMPLAINT?

Your complaint will be forwarded to the appropriate Manager who will try to resolve it straight away. If this can't be done, your complaint will be investigated. You should be notified of the outcome of this investigation, in writing, within 20 working days. If we feel the investigation will take longer we will contact you to discuss this.

When you have received a response, we will ask you for feedback. If you remain unhappy, you can talk to us about what you would like to happen next.

If having made effort to resolve your complaint with us, you remain unhappy, you can then write to the Local Government Ombudsman and ask that they look at your complaint independently.

**Write to:**

**Local Government Ombudsman  
The Oaks  
2 Westwood Way  
Westwood Business Park  
Coventry  
CV4 8JB**

**Cambridgeshire County Council is committed to providing you with high quality services. You can help us to improve the services we offer by telling us what you think.**

If you have something to say, you can:

- Speak to any member of staff
- Telephone us on **01223 699663**
- Email **[customercare@cambridgeshire.gov.uk](mailto:customercare@cambridgeshire.gov.uk)**
- Complete an online form at **[www.cambridgeshire.gov.uk/feedback](http://www.cambridgeshire.gov.uk/feedback)**
- Contact your County Councillor using the details on our website **[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)**

You can also write to us or complete the leaflet at the back of this form.  
Letters or completed forms can be sent to:

**Customer Care Services**

**CC1313**

**Shire Hall**

**Cambridge**

**CB3 0AP**

For copies of this leaflet or if you would like a copy of this leaflet on audio cassette, CD or in Braille, large print or other languages, please call **0345 045 5202**.

**Or write to:**

**Cambridgeshire County Council**

**CC1307**

**Castle Court**

**Shire Hall**

**Cambridge**

**CB3 0AP**

## HELP US TO HELP YOU.

**I wish to make a:** *(please tick)*

Comment     Compliment     Complaint

Your Name:

Your Address:

Postcode:

Your Phone Number:

Your Email Address:

**If you are writing on behalf of someone else (i.e. A Service User), we also need their contact details.**

Service User's Name:

Address:

Postcode:

Phone Number:

Email Address:

**Which service do you want to tell us about?**

Please give us details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed:  Date:    /    /

**If you would like this leaflet in a different format, please let us know.**

**BUSINESS REPLY SERVICE**  
Licence No. CB 176

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**Customer Care Services**  
**FREEPOST**  
**CC1313**  
**Shire Hall**  
**Cambridge**  
**CB3 0AP**