

## 6. COMPLAINTS

Most organisations encourage people to comment on the service or services they provide. You may be pleased with a service or have a suggestion to make and many organisations see these comments as a way of feeding back to staff who have done well or making improvements to their service. When people are dissatisfied with a service they are often reluctant to complain, fearing that the fact that they have complained will affect the service they receive in the future; this should NOT happen. Complaining can result in an apology, explanation or other action and may change or improve the service for the future. The process of complaining can sometimes be difficult, but there are people who can help.



Each service or organisation will have its own complaints procedure. For details contact the organisation direct and ask for a copy of their complaints procedure and put your complaint in writing as soon as possible and keep a copy of the letter for future reference. Carers Support Service, Worthing & District can support you in making a complaint if you should need to.

### **ICAS (INDEPENDENT COMPLAINTS ADVOCACY SERVICE)**

[www.seap.org.uk/icas](http://www.seap.org.uk/icas)

Service commissioned by the Department of Health to provide independent and confidential advocacy support to anyone wishing to raise a concern or make a complaint about any aspect of their NHS treatment or service. Advocates will provide information and/or individual support through the complaints process and the service is open to anyone. All appointments will be at venues where the client can feel comfortable.

### **NATIONAL HEALTH SERVICE**

<http://www.westsussex.nhs.uk/customer-services>

Wherever possible, you should tell someone close to the cause of your problem about your complaint - a doctor, nurse, receptionist, or practice manager, for example. In many cases, it should be possible to sort out the problem straight away. If you don't want to talk to someone who has been involved with your care, contact the NHS West Sussex Customer Services Unit, number above. GPs, dentists, opticians and pharmacies should also have someone who oversees their complaints procedure.

### **WEST SUSSEX COUNTY COUNCIL (SOCIAL CARE)**

[http://www.westsussex.gov.uk/your\\_council/get\\_in\\_touch/comments\\_compliments\\_and/how\\_do\\_i\\_make\\_a\\_comment\\_compl.aspx](http://www.westsussex.gov.uk/your_council/get_in_touch/comments_compliments_and/how_do_i_make_a_comment_compl.aspx)

Contact County Hall, The Grange, Tower Street, Chichester PO19 1QT. They will advise on who your complaint or comment should be directed to.