



### Can I get help to make a complaint?

You can telephone us or call into one of our local offices and we will help you make a complaint. You can also ask a friend, relative or local Councillor to help you. Or you may wish to be assisted by someone from an organisation such as the Citizen's Advice Bureau. Anyone acting for you has the same rights as you have.

You can get a copy of this leaflet in different formats such as large print, braille, audio, or in a different language by calling **01228 606060**.



### Complaints about Adult Social Care

There are special procedures for dealing with complaints about Adult Social Care. The complaints procedure for Adult Social Care complaints is a statutory one and the procedure followed is different to that set out in this leaflet. You can get more information, including a detailed leaflet, from the Complaints Manager:

Tel: 01228 227140

Email: [socialcare.complaints@cumbriacc.gov.uk](mailto:socialcare.complaints@cumbriacc.gov.uk)

### Data Protection

The information you provide when you make a complaint will only be held for the purposes of processing and administration and will not be passed on to any other organisation.

However, in order to investigate your complaint fully we may need to divulge your information to other council staff. This will only be done when necessary.



# Compliments, Comments and Complaints



Do **you** have something to say about Cumbria County Council?



Cumbria County Council is committed to providing high quality services. Your feedback is essential to this and we welcome all compliments, comments and complaints. These help us to review and improve our services so we can provide the best possible services for our customers.

### How to contact us:

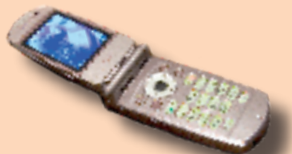
You can:

- Call in to one of our council offices where a member of staff will be happy to help you
- See our website [cumbriacc.gov.uk](http://cumbriacc.gov.uk)
- Contact our Customer Services Team - see contact details below:
- Write to:

Customer Services Team  
Cumbria County Council  
FREEPOST NWW6059A  
The Courts  
Carlisle  
CA3 8NA



- Tel: 0800 121 8800



- Email: [complaints@cumbriacc.gov.uk](mailto:complaints@cumbriacc.gov.uk)



### Making a complaint

We accept that sometimes things go wrong; it is important that you tell us if you are unhappy with a service. Please also tell us what you would like us to do to put things right. In the first instance it may be best to speak to the person you have been dealing with and explain your complaint, or you can ask to speak to the person in charge who may be able to resolve your complaint straight away. If you are still not happy please contact our Customer Services Team who will arrange for your complaint to be investigated.

**Our Complaints procedure has 3 stages:**

#### Stage 1

When we receive your complaint it will be logged by our Customer Service Team and passed to the appropriate department for investigation. You will receive a response to your complaint from a council officer within 10 working days. If we are not able to provide a full response within this timescale we will contact you and inform you of when you can expect a response.

#### Stage 2

If you are not happy with the Stage 1 response to your complaint, you can contact the Customer Service Team to let us know you would like your complaint to be looked at again. At Stage 2, your complaint will be investigated again and you will receive a response from the appropriate Director or Head of Service. You will receive this response within 10 working days. If we are not able to provide a full response within this timescale we will contact you and inform you of when you can expect a response.

#### Stage 3

If you are unhappy with the Stage 2 response, you can contact the Customer Service Team to let us know that you would like your complaint to be looked at again. At Stage 3, your complaint will be investigated by, and you will receive a response from, the Chief Executives' Office. As with Stages 1 and 2, we aim to provide you with a full response within 10 working days, however in cases where this is not possible we will contact you and inform you of when you can expect a response.

#### What if the issue is still not resolved?

If you are still not happy with the outcome of your complaint then you can complain to the Local Government Ombudsman. You should do this within 12 months of when you first knew about the matter you are complaining about. Please see contact details below:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Tel: 0845 602 1983  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

If your complaint related to the **Freedom of Information Act 2000 (FOIA)**, **Environmental Information Regulations 2004 (EIRs)** or the **Data Protection Act 1998 (DPA)**, please contact:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF