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

If you have a comment, complaint, suggestion or compliment you can talk to any member of staff or

- Complete the online form at www.cambridgeshire.gov.uk/contact-us
- Telephone us on 0345 045 5200 (charged at local rate)
- Use the minicom on 01480 376743
- Write to us at Feedback at Customer Services, Cambridgeshire County Council, PO Box 144, St Ives, Cambridgeshire, PE27 9AU.
- Contact your County Councillor. Find them on our website www.cambridgeshire.gov.uk or by telephoning 0345 045 5200

What happens when I make

- A suggestion or comment?
  It will be forwarded to the appropriate department who will contact you within 10 working days, confirming it has been received and explaining any action that is possible.

- A compliment?
  Your compliment will be forwarded to the appropriate department. If it relates to a specific employee, we’ll tell them.

- A complaint
  It will be forwarded to the appropriate department who will try to resolve it straight away. If this can’t be done, we will investigate your complaint and aim to respond to you within 10 working days (Adult social care complaints are responded to within 25 days)

  If we cannot provide a full response within this timescale, we will write to you explaining this and giving a date by which we will send you a full response.

  Please note that our complaint procedure has certain restrictions. For example, we are only able to consider complaints about events which occurred within the last 12 months; we cannot deal with complaints that have already had a full response, and we cannot deal with complaints that have been dealt with by a court.

- A representation
  When you are not happy about a council policy or process (rather than how we have applied that policy or process) this is known as a representation. This does not mean the policy or process will be immediately investigated and changed. However, if we receive a significant number of similar representations and it is within our power and responsibilities we will consider investigating the concerns raised.

Dissatisfied with the response to your complaint?

You can ask for a senior manager to review it. This is stage two of our three stage corporate complaints process. You can do this by contacting the person who responded to your initial complaint.

If the senior manager’s response does not satisfy you, you may ask the Chief Executive to review your case, this is (the final) stage three. The Chief Executive, or delegated senior officer, will then investigate and aim to respond within 10 working days.

If they are not able to provide a full response within 10 working days then they will inform you and give a date by which you can expect a full response. The Chief Executive’s or the delegated officer’s decision will be the final response from the County Council.
Please note that this process applies to all corporate complaints and does differ for children’s and adult social care services.

For more information on the processes for children’s and adult social care services, please use the resources listed:

Social care procedures:
http://www.cambridgeshire.gov.uk/complaints

Children’s Customer Care Team: 01223 699664/714765

Adult Customer Care Team: 0345 045 5202

Still dissatisfied with the final response?

You can ask the Local Government Ombudsman to independently investigate.

Write to: Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

Phone: 0300 061 0614

Online: www.lgo.org.uk/forms/ShowForm.asp?fm_fid=62

Making information accessible

Copies of this leaflet are available in the following ways:

- On audio-cassette tape
- In braille
- In another language
- As text only
- By e-mail
- On disc
- In large print

Please contact us to request the format you would like:

**Telephone:** 0345 045 5200

**E-mail:** Cambridgeshire.direct@cambridgeshire.gov.uk

Help us to help you

Your feedback is important – let us know what you think

Let us know what you think about the service we provide. Whether you want to:

- Make a suggestion or comment
- Offer a compliment
- Make a complaint