

What can I complain about?

You can complain about anything that East Sussex Social Services or East Sussex County Healthcare Trust do for you.

For example, you might be unhappy about where you are living. Or, you may think that someone you live with is being too noisy, or that someone is being nasty to you. If you are unhappy about something, we want you to tell us. If you make a complaint, we will not treat you badly because of it.



Useful Addresses & Numbers

If your complaint is about **East Sussex Social Services** contact the Complaints Officer at:

Social Services Dept, County Hall
PO Box 5, St. Anne's Crescent
Lewes. East Sussex. BN7 1SW



01273 481 242

If your complaint is about **East Sussex County Healthcare Trust** contact the Complaints Manager at:

East Sussex County Healthcare
Trust Headquarters
Bowhill, The Drive, Hellingly
Hailsham. East Sussex. BN27 4EP



01323 444 137

PALS Co-ordinator:



01323 446042

PALS@eastsussexcounty.nhs.uk

East Sussex Advocacy Scheme:



01323 739768



How to Complain



What to do if you have something to say about the support you are getting from East Sussex Social Services or East Sussex County Healthcare NHS Trust.

What is a complaint?

A complaint is speaking up about something you are not happy with or you do not like.



How do I make a complaint?

The first thing you should do if you are unhappy or angry about something is to talk to someone you trust. Tell them what is making you feel upset. You can talk to a friend, someone in your family, a staff member or an advocate. If you are unhappy about a local health service, you can call your local Patient Advice and Liaison Service (PALS) on 01323 446042.



They may all be able to help you sort out your problem straight away. If they can't, they may be able to help you take your complaint further to the next step. Remember that the sooner you tell somebody you are unhappy about something the sooner they can help you sort it out.



Next step

There are 2 things you can do next:

- You can write down what your complaint is.
- If you want to, ask someone to help you with this.

Send this to the Complaints Officer at the address on the back of this leaflet, who will let you know they have got your letter.

Or, you can call the Complaints Officer at the number on the back of this leaflet and tell them what is bothering you. If you want, you can ask someone else to call for you.



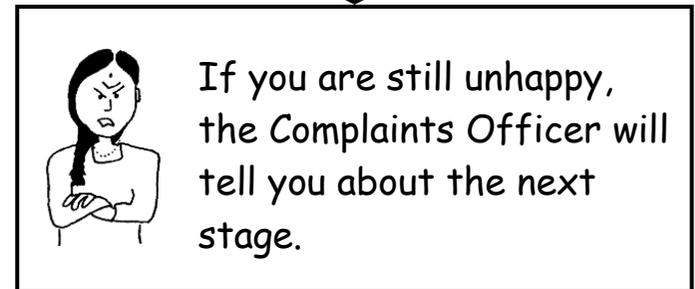
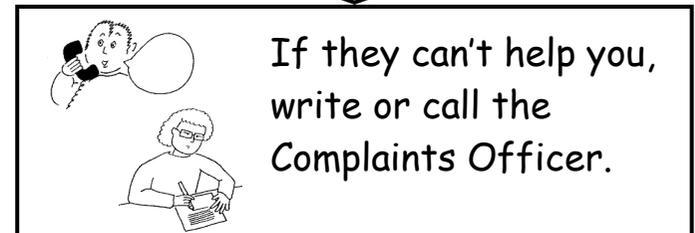
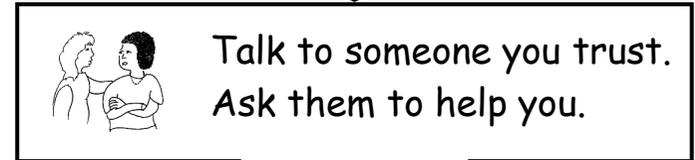
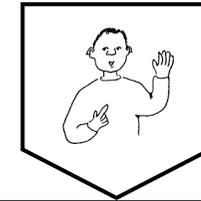
The Complaints Officer will tell you what will happen next. They will deal with your problem and let you know what will happen about it within 1 month.



What if I'm still not happy?

If you are still not happy, tell the Complaints Officer. They will tell you what you can do next. They will tell you what will happen at the next stage of your complaint.

Steps to take if you're unhappy



These pictures are from the CHANGE Picture Bank: www.changepeople.co.uk
Tel: 0113 243 0202