

Comments, Compliments and Complaints Procedure

Easy Read Version

If you would like to comment about our services you can call

01702 557007 pressing option 1 for Castle point, asking for **Carol Stanford**

01702 557007 pressing option 2 for all other areas, asking for **Maxine Lawrence**

You can also ask to speak to **Jan Reed**, the General Manager

If you would like to write, please address you letter to

Jan Reed
General Manager
10 Hadleigh Business Centre,
351 London Road,
Hadleigh
SS7 2BT

You can also contact your local Social Services by telephone

Essex County Council
Borough Council
0845 603 7630

Southend
01702 215000

You can also contact The Care Quality Commission, who are our regulators. Their telephone number is **03000 616161**.

Any complaint will always be responded to in writing, and we will do everything that we can to resolve any concerns within 7 days. If we can not resolve within 7 days, we will write to you to keep you aware of the processes that we are taking.

If you are not satisfied with the outcome of your complaint, you can ask the Local Government Ombudsman for the outcome to be reviewed. The Local Government Ombudsman provides a free independent service. Their advice team can be contacted for information and advice, or to register your complaint, using the following details.

Telephone **0300 061 0614**
Email **advice@lgo.org.uk**
Web **www.lgo.org.uk**

The Local Government Ombudsman will not usually investigate a complaint until we have had the opportunity to respond and review matters.