

Cambridgeshire County Council is committed to providing high quality care and support



Cambridgeshire  
County Council



**0345 045 5202** (Customer Services)



[customercare@cambridgeshire.gov.uk](mailto:customercare@cambridgeshire.gov.uk)



[www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)

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# What do you think about care and support services?

Cambridgeshire County Council is committed to providing high quality services. **Please give us your feedback.**

**care and  
support  
& you**








[www.cambridgeshire.gov.uk/careandsupport](http://www.cambridgeshire.gov.uk/careandsupport)

## Please let us know if:

- ✓ you feel staff have done something particularly well
- ✓ there is something you particularly like about our services
- ✓ you have a suggestion about how we could improve how we do things
- ✓ you have a view about one of our policies or how we allocate resources
- ✓ you are unhappy with the services you have received

## What should you do?

If you have something to tell us you can do this by:

-  **completing the online form at [www.cambridgeshire.gov.uk/customercare](http://www.cambridgeshire.gov.uk/customercare)**
-  **0345 045 5202 (customer services)**
-  **[customercare@cambridgeshire.gov.uk](mailto:customercare@cambridgeshire.gov.uk)**
-  **completing and returning the form on page 3**
-  **contacting your County Councillor or speaking to any member of staff**

If the service is registered and regulated by Care Quality Commission (CQC). You can also share your experiences with them.

-  **[www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)**

## What if you need help?

If you have difficulty in giving us your feedback you can ask someone to help you. In these circumstances we will check with you that you are happy with the feedback that has been made.

There are groups, organisations or advocates that can help you to make a comment. Ask the Customer Care Manager for details. If you have help to make your comments it will not affect how we deal with them.

## What happens when you make a comment, representation or give a compliment?

Compliments are forwarded to the appropriate team or individual if it relates to a specific County Council employee. Suggestions are forwarded to the appropriate team. Representations about a policy or resource are passed to senior managers and Councillors as appropriate.

## What happens when you make a complaint?




If you make a complaint it will be managed by the Customer Care Team. If your complaint can be resolved quickly and informally the Customer Care Team will try to do this. If this cannot be done, your complaint will be investigated and you will receive a written response. We will contact you to agree a timescale for your complaint.

## What will we do with the information?

The things you tell us will only be shared with those people who need to know in order to take action. If your complaint is about a member of staff or an agency, we will tell them who has made the complaint, this will not affect the service that you receive. If we need to contact an external organisation to respond to your complaint then we will discuss this with you at that time.

## What if we can't resolve your complaint?

If you remain unhappy you can contact the **Local Government Ombudsman** and ask them to look at your complaint independently.

-  Complete the online form [www.lgo.org.uk/contactus](http://www.lgo.org.uk/contactus)
-  0300 061 0614
-  Local Government Ombudsman  
PO Box 4771, Coventry, CV4 0EH

# Tell us what you think about care and support services

I wish to make a: *(please tick)*

- ☐ Comment
- ☐ Compliment
- ☐ Complaint

## Your details

Name:

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Address:

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Postcode:

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Telephone:

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Email:

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**If you are completing this form on behalf of someone else we also need their details.**

Name:

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Address:

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Postcode:

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Telephone:

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Email:

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Save time and postage costs - do it online  
[www.cambridgeshire.gov.uk/customercare](http://www.cambridgeshire.gov.uk/customercare)  
or call 0345 045 5202

Which service do you wish to tell us about?

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Please give details:

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Please seal your response in a stamped addressed envelope and post to:



Customer Care Services, Box SH1216,  
Shire Hall, Cambridge CB3 0AP



Alternatively give this form to  
your Key Worker or care provider.