



West Sussex Safeguarding Adults Board Compliments and Complaints Procedure

The West Sussex Safeguarding Adult Board welcomes your feedback and the opportunity to improve ways of working.

If you wish to make a complaint about the West Sussex Safeguarding Adults Board please contact the Board Manager in the first instance at:

SafeguardingAdultsBoard@westsussex.gov.uk

The Board Manager will review your complaint and give you a timescale for responding within 5 working days. The Safeguarding Adults Board will aim for the process to take no longer than 15 days.

If you are not happy with the Board Manager's response, please contact the Independent Chair of the Safeguarding Adults Board. Who will review your complaint in detail and the Board Manager's findings.

If you wish to make a complaint about an agency on the West Sussex Safeguarding Adults Board, please contact the agency concerned and follow their organisation's complaints procedure.

For more guidance about raising a complaint please visit the Local Government Ombudsman: <https://www.adass.org.uk/media/4104/cpf-26-150203-safeguarding-adults-boards.pdf>

Dealing with unacceptable customer behaviour

The aim of our compliments and complaints procedure is to provide customers with a fair and consistent process that will resolve all complaints as quickly as possible.

However, we also have an obligation to use resources efficiently and there may be occasions where the Independent Chair and Board Manager decides a complainant is demonstrating behaviour which is unreasonably persistent or unacceptable.

In such cases the Safeguarding Adults Board will follow the West Sussex County Councils Guidance on Handling Unreasonably Persistent Complainants and Unacceptable Behaviour.

<https://www.westsussex.gov.uk/about-the-council/have-your-say/comments-compliments-and-complaints/comments-compliments-and-the-corporate-complaints-procedure/#dealing-with-unacceptable-customer-behaviour>