



West Sussex Safeguarding Adults Board

Complaints Process

Author: Safeguarding Adults Board

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The West Sussex Safeguarding Adults Board (WSSAB) has a role in co-ordinating and ensuring the effectiveness of local arrangements to safeguard and promote the welfare of adults with care and support needs. However, it is not accountable for the operational work of Board partners or any other agency working with adults with care and support needs.

The WSSAB follows the West Sussex County Council complaint process, which is informed by the 2009 Adults' Statutory Complaints Regulations, and can be found here: <https://www.westsussex.gov.uk/about-the-council/have-your-say/make-a-complaint/adults-social-care-complaints/#how-to-make-a-complaint>

Customers can make a complaint verbally, in writing or by email, using the following contact details:

Email: feedback@westsussex.gov.uk

Telephone: 03302 228222

Address: Customer Relations Team
Communities Directorate
West Sussex County Council
County Hall
West Street
Chichester
PO19 1RQ

Complaints will be acknowledged within two working days, and a full response provided within 10 working days, or 20 working days for complex complaints. If it is not possible to respond within these timescales then the customer will be contacted with an explanation of the delay.

If a customer's complaint is about an individual working for a partner agency, then they should address their complaint to that agency's complaints department.

Freedom of Information Act (FOI) Requests

From 1 January 2005, the public has been able to write to any public authority designated under the Freedom of Information Act 2000 requesting any recorded information that is held by that authority.

The WSSAB is not a public authority as defined by the Act. The Board therefore has no obligation to respond to approaches for information made under the Act. However, the WSSAB seeks to work in a way that is open, honest and transparent. We therefore make every effort to ensure comprehensive information is available via our website.

For further information about the Board: <http://www.westsussexsab.org.uk/>

Or email: SafeguardingAdultsBoard@westsussex.gov.uk.