

Complaint Reporting Form – Adult Social Care

If you would like to submit a complaint online, please go to iwight.com or use the following link which is directed immediately to the complaint team for processing:

<https://www.iow.gov.uk/Residents/Care-Support-and-Housing/Adults-Services/Adult-Services-Complaints/A-Guide-to-Adult-Services-Complaints>

Alternatively, please complete the following form and return for the attention of:

Adult Social Care COMPLAINTS - FREEPOST RTGE-TBEC-BYAY, Isle of Wight Council, Adult Social Care Complaints Team, Floor 2, County Hall, High Street, Newport PO30 1UD.

You can also email to AdultSocialCareCompliments&Complaints@iow.gov.uk or drop the form back into County Hall.

Please note, any meetings must be pre-arranged with the Complaints Team and will usually take place at County Hall.

Title: Mr Mrs Ms Miss Other – please state:

Please tick the appropriate box

Name:

Address:

Telephone:

Home: _____ Work: _____

Mobile:

Email address:

Which contact method do you prefer? Letter

Home phone Work phone Mobile Email

Do you have any disabilities or special needs which we should be aware of when helping to resolve your complaint? Please specify if so.

Which council service do you wish to complain about?

Please tell us what has happened, giving details of dates, events and who was involved. Please attach an extra sheet of paper if necessary.

Please use this space to tell us about the solution you would like us to consider:

What would you like us to do to put things right?

- | | | | |
|-----------------------------|--------------------------|------------------------------------|--------------------------|
| Acknowledge | <input type="checkbox"/> | Make an apology | <input type="checkbox"/> |
| Stop the activity | <input type="checkbox"/> | Reconsider a decision | <input type="checkbox"/> |
| Provide an explanation | <input type="checkbox"/> | Re-run a procedure | <input type="checkbox"/> |
| Change policy or procedures | <input type="checkbox"/> | Compensate for loss of opportunity | <input type="checkbox"/> |

Please tick one or more box as appropriate

SIGNED:

DATE:

PRIVACY NOTICE

The Isle of Wight Council is the data controller for the personal information you provide on this form for the Adult Social Care Department. The council's Data Protection Officer is the Head of Legal Services and Monitoring Officer and can be contacted at dpo@iow.gov.uk. You can contact the council by phone on 01983 821000, or by writing to us at County Hall, High Street, Newport, IW PO30 1UD.

Your information will be used so that we can fulfil our statutory duties for the purpose of providing information, advice and social care services. Data protection law describes this legal basis as necessary for compliance with a legal obligation. *(continued overleaf)*

Your personal data may be shared with other teams within the council or other organisations such as the NHS, Clinical Commissioning Group, Care Providers and other organisations we work with for the purpose of providing information, advice and social care services - a full list of organisations we work with can be found on our website <https://www.iwight.com/documentlibrary/view/privacy-notice-organisation-list-adult-social-care>.

We may also share it with other local authorities or debt collection agents if necessary for the collection of council tax debt. We may share the data with third parties if we are required by law to do so. This may include the Police or Government Agencies.

We will share your data with other relevant teams within the council or other relevant organisations if a child and/or adult safeguarding issue arises and places an individual at risk of harm.

We will keep your personal data for as long as we are required to do so under relevant legislation or in accordance with our operational requirements. You can view our retention schedule on our website <https://www.iwight.com/documentlibrary/view/retention-policy-2011>.

For further details on how your information is used; how we maintain the security of your information; and your rights, including how to access information we hold on you, and how to complain if you have any concerns about how your personal details are processed, please visit www.iwight.com or email information@iow.gov.uk.