

## Complaints Procedure

It is important for us to know people's views about our services.

We welcome comments from people who have been in contact with us so that we can ensure we are meeting the needs of carers in the best possible way. We have produced standards for our service and it is our aim to adhere to these standards.

We do however recognise that there may be occasions when someone is dissatisfied with the service and we need to respond quickly to put this right.

There is a simple process for making a complaint which can be by telephone or in writing.

1. Most complaints can be sorted out informally, and in the first instance you should discuss the matter with the individual person concerned.
2. If you do not wish to talk to the individual concerned, or if initial discussion has not solved the problem, you should contact the Service Manager.
3. If you remain dissatisfied or the complaint concerns the Manager, you should contact:

The Chief Executive  
Guild Care  
Methold House  
North Street  
Worthing  
BN11 1DU

as the managing organisation of the service, and your complaint will be investigated and a written response issued within 3 weeks.

4. Should your complaint still remain unresolved, then Guild Care will invite an independent assessor to act as an impartial arbiter and a written response will be issued within 3 weeks.

**Carers Support Service staff**

**Hari Chhokar, Service Manager**

**Kim Cooper, Office Manager**

**Kimberley Roper and Sally Male,  
Relatives Support Project Officers**

**Kimberley Roper, Adur Outreach  
Worker**

**Sarah Hancock, Development Worker  
Primary and Community Care**

**Sandra Bignell, Senior Mental Health  
Carers Support Worker**

**Suzanne Lindfield, Maggie Headley, Liz  
Henry, Mental Health Carers Support  
Workers**

**Martina Osei-Bobie, Learning  
Difficulties Carer Support Worker**

**Jane Rosenberg, Development Worker  
Chanctonbury**

**Lynn Harber, Team Administrator &  
Carers Information Worker**

**Gill Ersser and Ian Stuart, Emotional  
Support for Carers**

**Ian Stuart, Carers Information Worker**

**Carers Support Service, Worthing  
& District covers an area from  
Fishersgate along the coast to  
Littlehampton, and north to  
Henfield, Storrington and  
surrounding villages.**

**You can telephone us Monday to  
Friday, 9am—5pm and if we are not  
available please leave a message at  
reception.**

**01903 528600**

Carers Support Service, Worthing & District  
is hosted by Guild Care, whose Registered Charity  
Number is 1044658.

**August 2009**



Carers Support Service  
Worthing & District

## **Complaints Procedure**

**Carers Support Service,  
Worthing & District  
Methold House  
North Street  
Worthing  
BN11 1DU**

**Phone: 01903 528600  
Fax: 01903 528611**

**Website: [www.carerswsx.org.uk](http://www.carerswsx.org.uk)**



The Princess Royal Trust  
for Carers