

Tell us what you think about our services



Compliment Comment Complaint

Details:.....
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What would help to make things better?.....
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Information about you: Title Mr Mrs Miss Ms Other:
Your name
Address.....
.....
Postcode.....: Contact Telephone number:
Email address
Signature Date

People who wish to make a complaint can ask a friend, relative or advocate to help them. If you are contacting us on behalf of someone else please give us your details. We will contact the person you are representing to check they are happy for you to speak to us.

Title: Mr Mrs Miss Ms Other:
Representative's name
Address.....
.....
Postcode Representative's telephone number.....
Representative's email address.....

Please return this form to
Somerset County Council, Customer Feedback, Customer Contact, Taunton, Somerset, TA1 4DY
Email: generalenquiries@somerset.gov.uk Tel 0300 123 2224

What happens next?
For more information about customer feedback and our [on-line feedback form](https://www.somerset.gov.uk/on-line-feedback-form)
www.somerset.gov.uk/telluswhatyouthink

About You

These questions are asked as part of our commitment to equalities monitoring and will help us to ensure that we are reaching a wide range of people with different backgrounds and experiences. Please answer as many questions as you feel comfortable with.

You are:

Female Male Transgender Prefer not to say

Age group: Up to 5 5-10 11-17 18-24 25-44 45-64 65-79
79 and over Prefer not to say

Do you consider yourself to have a disability or long standing illness?

Yes No Prefer not to say

Do you consider yourself to be from a black or minority ethnic background?

Yes No Prefer not to say

Do you consider yourself: Heterosexual Lesbian/Gay Prefer not to say

Notification regarding the processing of any personal data supplied on this form

Data Controller – Somerset County Council

Data Protection Officer contact – informationgovernance@somerset.gov.uk

Purpose for processing – providing a service to handle customer feedback.

Legal basis for processing - By Law –The Children Act 1989 Representations procedure (England) Regs 2006; The Local Authority Social Services and National Health Service Complaints (England) Regs 2009; Local Government Act 1974

Legitimate interests – We will use your data for the purposes of dealing with your complaint, any enquiries you have, and for monitoring quality, and audit requirements.

Data Sharing – We will only share your information with internal departments and organisations that we are contracted with to provide your service. There may be certain circumstances where we would need to share your information for safeguarding purposes.

Transfers abroad – this data will not be transferred abroad

Data retention – Statutory complaints about Children’s Social Services are kept as required by statutory children’s legislation and best practice – up to 100 years.

Records relating to other complaints and customer feedback are kept for 6 years in accordance with the Limitation Act 1980 (Section 2) and SCC business requirements

Records relating to complaints referred to the Local Government and Social Care Ombudsman are kept for 10 years in accordance with SCC business requirements.

Your rights – You have the right to ask Somerset County Council for a copy of your data, the right to rectify or erase your personal data, and the right to object to processing. However these rights are only applicable if the Council has no other legal obligation concerning that data. You also have the right to complain to the regulator, <https://ico.org.uk/>

Consequences: If you do not supply this information to us, we will not be able to respond to your request or complaint. For more information see www.somerset.gov.uk/privacy