

# FEEDBACK AND COMPLAINTS

Essex Safeguarding Adults Board (ESAB) welcomes and encourages feedback as it is an important element of understanding how we can improve our service.

## ❖ Complaint about a safeguarding concern

If your enquiry is about an operational safeguarding matter, then it will be passed to **Essex Social Care Direct** for them to respond to you directly. You can contact them by:

Using the online form: [Compliments, Comments and Complaints](#)

Email: [ECC.CustomerServices@essex.gov.uk](mailto:ECC.CustomerServices@essex.gov.uk)

Call: 03457 430 430

Write to: **Customer Services Team**

County Hall  
Market Road  
Chelmsford  
Essex  
CM1 1QH

## ❖ Complaint about The Independent Chair or another staff member of Essex Safeguarding Adults Board

If a member of the public wishes to make a complaint against a staff member of the Essex Safeguarding Adult Board (ESAB), they should do one of the following:

Complete an online form: [Compliments, Comments and Complaints](#)

Email: [ECC.CustomerServices@essex.gov.uk](mailto:ECC.CustomerServices@essex.gov.uk)

Call: 03457 430 430

Write to: **Customer Services Team**

County Hall  
Market Road  
Chelmsford  
Essex  
CM1 1QH

## ❖ Complaint about a Safeguarding Adult Review

Where someone wants to make a complaint about a safeguarding adults review (SAR) or the conduct of the independent chair for the SAR, please direct your correspondence to:

**Paul Bedwell (Board Manager)**

County Hall  
Market Road  
Chelmsford  
Essex  
CM1 1QH

Or email: [esab@essex.gov.uk](mailto:esab@essex.gov.uk)

## ❖ How ESAB will deal with your complaint

It is our intention to respond to all correspondence within 20 working days, and will inform you if it is not possible to respond in full within this period.

We will send you a letter telling you what has been done. If it has not been possible to resolve the complaint then it will move to the next stage.

Should you remain unhappy at the end of the process you have a right of appeal to the Local Government Ombudsman.

## ❖ Local Government Ombudsman (LGO)

The introduction of the Care Act 2014, together with lessons learnt from the Local Government Ombudsman's (LGO) previous involvement in complaints about safeguarding adult boards and serious case reviews has led the LGO to review its approach to how such complaints are investigated. This can be accessed [here](#).

## ❖ What should my complaint say?

The main things that your complaint should cover are:

- Name
- Address
- Contact details
- Why are you not satisfied
- What outcome you would like

**Please note:** *We will not disclose any information outside of ESAB (Essex County Council) without your permission, unless we are legally obliged to do so. However, if we are informed of anything where an individual is at risk we will share this with the appropriate organisation.*