



## **COMPLAINTS & APPEALS INFORMATION GUIDE**

### **Local Authority Decisions**

If you are not happy with a decision made by the Local Authority (Cornwall Council) you have the right to appeal or challenge it. You can complain directly to them.

Tel: 0300 1234100

Email: [comments@cornwall.gov.uk](mailto:comments@cornwall.gov.uk)

For more information on appealing or challenging a Local Authority decision, please click on the link below.

<https://www.disabilityrightsuk.org/complaining-about-local-authority-decisions>

### **Department of Work & Pensions Decisions**

You have the right to ask for a revision, or to appeal against, many of the decisions which are made regarding your welfare benefit entitlements by the Department of Work & Pensions.

For more information on requesting a revision or to appeal against a Department of Work & Pensions decision, please click on the link below.

<https://www.disabilityrightsuk.org/appeals-and-mandatory-reconsiderations>

### **Adult and Children's Health & Social Care Services**

If you need to complain against any aspects of a health and / or social care service you have used, there are specific services which can help and advise you.

- Healthwatch is the consumer champion of adult and children's health and social care services in Cornwall. They collate details of both good and bad practice and have the power and influence to effect change with the commissioners of those services.

Tel: 0800 0381281

[www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk)

- The Patient Advice & Liaison Services (PALS) assist and advise with any problem or complaint you may have against NHS Services in Cornwall. RCHT and Derriford hospitals have their own designated PALS services and all other health related services are covered by the Cornwall Partnership NHS Foundation Trust PALS service.

Please call the correct number listed below related to where you received the health service you wish to complain about. E.g. If the problem arose when a loved one was receiving treatment at Derriford hospital, then call their own PALS service number, but if the problem occurred at one of Cornwall's community hospitals, then ring the number for the Cornwall Partnership NHS Foundation Trust PALS.

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| Royal Cornwall Hospitals Trust (Treliske) | 01872 252793 |
| Derriford PALS                            | 01752 439884 |
| Cornwall Partnership NHS Foundation Trust | 01208 834620 |

- If PALS cannot solve the problem or complaint, you can contact SEAP Cornwall (Support Empower Advocate Promote) who provide independent health complaints advocacy.

Tel: 0300 3435706

[www.seap.org.uk/local-authority/cornwall.html](http://www.seap.org.uk/local-authority/cornwall.html)

### **Any other service provider**

If you feel you have been unable to access any other service, such as a shop or a restaurant for example, or you felt you were discriminated against because of your impairment or caring responsibilities, there are measures you can take.

Wherever possible, try to resolve issues without taking legal action. Please click on the link below for further guidance on making a complaint.

**[Please refer to our 'Making a Complaint' Information Guide for further information.](#)**