Active Surrey – Complaints Policy

Active Surrey is committed to delivering high quality services and aims to treat everyone fairly and equally regardless of their age, gender, disability, race, ethnic origin, nationality, colour, parental or marital status, religious belief, class or social background, sexual preference or political belief.

We welcome complaints as an opportunity to put things right and improve our performance. Please let us know any issues or concerns so that we are able to take appropriate action.

How to make a complaint?

Stage One

Active Surrey has a wide range of staff responsible for co-ordinating the delivery of its services and activities. Complaints are first responded to by a manager in the responsible service area because we want to resolve complaints quickly and as close to the point of service as we can.

Our aim is to provide a full response within 7 working days. If we do not give a response in the stipulated period, we will let you know.

We will progress your complaint the Managing Director, if you remain unhappy and provide a response within 5 working days.

Stage Two

If you remain unhappy after your complaint has progressed to the Managing Director, the Board will investigate further and aim to provide a full response within 10 working days.

Stage Three

In a situation where your complaint is not resolved at stage two, you would have to contact the Surrey County Council Customer Relations Team. The customer relations team will arrange for an investigator who is not responsible for the service you are complaining about to investigate the matter independently.

Customer Relations Team
County Hall, Penrhyn Road
Kingston upon Thames KT1 1DN
Phone: 03456 009 009

What information do you need to provide?

Providing us with as much information as possible enables us to deal with your complaint quickly, such as;

- Name of persons involved
- Standard of service you were expecting to receive and how it differed from the service you received
- Relevant dates of when the service was delivered or incident happened
- Details of how/whether an attempt was made to resolve the problem at the time
How will we handle the information you provide?

We will:

- Keep the details of your complaint securely on a server run by Surrey County Council.
- Only use the details of your complaint for the purpose of resolving and responding to your complaint.
- Inform you if the complaint relates to a third party, independent of Active Surrey. In this case we may offer to pass on your complaint with your agreement, or provide you with details to complain directly.
- Destroy all personal details relating to your complain after 3 years.

We will not:

Pass your details to any partner or third party UNLESS you have given us permission in your initial complaint, or you do so subsequently. (Please note we may be unable to proceed with our investigation until we gain your permission in this case.)

You have the right to see any data we hold about you. Please contact us to check or ask us to delete your details.

How to contact us?

Contact us with your complaint in the following ways:

Email: active.surrey@surreycc.gov.uk
Phone: 01483 518944
Post: Active Surrey
Quadrant Court, 35 Guildford Road
Woking, GU22 7QQ