

Adult social care complaint form

Please complete the details of your complaint in the table below. You can return this form:

- by email to ASCFeedback@iow.gov.uk
- by post to:
FREEPOST RTGE-TBEC-BYAY
Adult Social Care Complaints
Isle of Wight Council
County Hall
Newport, Isle of Wight
PO30 1UD

Title	
Name	
Address	
Telephone	
Email	
How would you like us to contact you about your complaint?	Email / Telephone / Letter* *please delete
Do you have any disabilities or special needs which we should be aware of when helping to resolve your complaint?	
Which adult social care service do you wish to complain about?	
Please tell us what has happened, giving details of dates, events and who was involved. You can attach an extra sheet of paper if necessary.	
Please tell us about the solution you would like us to consider	
Sign and date	

Privacy notice

We are committed to keeping your personal information safe. Processing it under our duties under the General Data Protection Regulation.

We will keep your information accurate and up to date and we will not keep your information longer than necessary. The Isle of Wight Council is the data controller for all personal information that it processes.

You can contact our Data Protection Officer by emailing dpo@iow.gov.uk. Or write to Data Protection Officer, County Hall, High Street, Newport, IW PO30 1UD.

This notice explains how Adult Social Care use your personal information and the ways we protect your privacy. This notice applies to all personal data collected for or on behalf of us.

The lawful basis for collecting or processing your personal information is:

- consent

This notice explains how Adult Social Care use your personal information and the ways we protect your privacy. This notice applies to all personal data collected for or on behalf of us.

Your information will be used so that we can fulfil our statutory duties for the purpose of providing information, advice and social care services. Data protection law describes this legal basis as necessary for compliance with a legal obligation.

Your personal data may be shared with other teams within the council or other organisations such as the NHS, Clinical Commissioning Group, Care Providers and other organisations we work with for the purpose of providing information, advice and social care services - a full list of organisations we work with can be found on our website

<https://www.iwight.com/documentlibrary/view/privacy-notice-organisation-list-adult-social-care>.

We may also share it with other local authorities or debt collection agents if necessary for the collection of council tax debt. We may share the data with third parties if we are required by law to do so. This may include the Police or Government Agencies.

We will share your data with other relevant teams within the council or other relevant organisations if a child and/or adult safeguarding issue arises and places an individual at risk of harm.

We will keep your personal data for as long as we are required to do so under relevant legislation or in accordance with our operational requirements.

For further details on how your information is used; how we maintain the security of your information; and your rights, including how to access information we hold on you, and how to complain if you have any concerns about how your personal details are processed, please visit www.iow.gov.uk or email information@iow.gov.uk.