



Queries or Complaints about SAP

Note: To avoid unnecessary complaints, please ensure all staff are fully aware of the content of the implementation guidelines and adhere to these in carrying out SAP to high quality standards.

What do I do if a Service User or Carer Complains?

The SAP Information leaflet should be given to service users and carers at the start of an assessment. This leaflet explains the SAP process and provides phone numbers of each organisation and details about how to make a complaint. Staff should direct the service user or carer to the most appropriate person within the organisation to take the complaint or the complaint should be put in writing.

All complaints about the Single Assessment Process should be dealt with in accordance with the internal complaint procedure of the organisation receiving the original complaint.

It will be important that reception staff have some knowledge of SAP and what to do in the event of a query, comment or complaint. Service users or carers may also be directed to the local Patient Advice and Liaison Service (PALS).

Where can I get copies of the Single Assessment Process Leaflet?

Printed leaflets should be available from your organisation or can be downloaded from the SAP website www.devon.gov.uk/sap. These can also be offered in different formats if the person requires such as other languages, braille, large print or audio versions.