

## Comments and compliments

Feedback from our customers is very important to us. It helps us to shape our services.

If you have been in touch with Adult Social Care and have anything to say about any part of our service, we would like to hear from you.

We would like to know if you think there is something we have done well or if there is anything we could have done differently. We keep a record of the compliments and comments we receive.

### » How to send your comment or compliment to us

There are lots of ways to tell us what you think about our service. You can:



**Talk to a member of staff** such as your social worker, on the phone or in person.



**Fill in the online form** on our website at [www.hartlepool.gov.uk/socialcarecomplaints](http://www.hartlepool.gov.uk/socialcarecomplaints)



**Send an email** to [socialcare@hartlepool.gov.uk](mailto:socialcare@hartlepool.gov.uk)



**Fill in and post the feedback form** on page 3 of this factsheet



**Write to our complaints officer** (who handles compliments, too) at:



Child and Adult Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

### » About this factsheet

This factsheet explains how you can send a comment or compliment to us. We issued this factsheet in November 2011. We will check the information is up to date in November 2012.

» Other useful factsheets

Title	Reference
■ How to contact us	Factsheet 01
■ What we do	Factsheet 02
■ Concerns and complaints	Factsheet 06

  You can download all of our factsheets from **[www.hartlepool.gov.uk/factsheets](http://www.hartlepool.gov.uk/factsheets)**  
If you do not have access to the internet you can request factsheets from our administration team on 01429 523745





Complaints Manager  
Hartlepool Borough Council  
FREEPOST NEA52  
Child and Adult Services  
Level 4 Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY