

Concerns and complaints

Feedback from our customers is very important to us. It helps us to shape our services. If you are unhappy with our service or a service we have arranged on your behalf (such as home care or residential care), we would like to hear from you.

» Concerns

If something has gone wrong, we will do our best to resolve any concerns as quickly as possible. You should always talk to a member of staff involved in the service you are concerned about first of all. They will do all they can to sort out your problem but, if you are still unhappy, you can make a complaint.

» Complaints

If you want to make a complaint you can do this by contacting our complaints officer. You can do this by telephone, email, filling in the attached form and posting it back or by sending a letter. The address for our complaints officer can be found on page 2 of this factsheet.

You should make your complaint within 12 months of the event that you are complaining about. We will record and acknowledge your complaint within 3 working days and tell you the name of the person who will be dealing with it.

» Advocacy: help to make your complaint

If you are making a complaint you may choose to use an advocate. An advocate is an independent person who can help you to get your point across. They will explain any part of the complaints process you do not understand. You do not have to pay to use an advocate. If you want to know more about advocacy services, please let us know when you make your complaint.

» Our contact details

There are many different ways for you to contact us with your concern or complaint. You will find our contact details on the next page.

If you would like to send a concern or complaint to us you can:



Fill in the online form on our website at www.hartlepool.gov.uk/socialcarecomplaints



Send an email to socialcare@hartlepool.gov.uk



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



Telephone our complaints officer on 01429 284020



Write to our complaints officer at:

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

» The Local Government Ombudsman

If, after we have dealt with your complaint, you are still unhappy, you may contact the Local Government Ombudsman by:



Telephone: 0300 061 0614



email: advice@lgo.org.uk



Post: Local Government Ombudsman
PO BOX 4771
Coventry
CV4 0EH

» About this factsheet

This factsheet tells you about how to make a comment, compliment, concern or complaint. We issued this factsheet in November 2011. We will check the information is up to date in November 2012.

» Other useful factsheets



You can download all of our factsheets from 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