

Complaints Policy

» Complaints and Compliments Procedure

One of the ways we continue to improve our service in addition to our service feedback form is by listening to and responding to the views of our users. If anyone is particularly happy or unhappy with any part of the service we provide, we would like you to tell us about it. It does not address complaints made by staff or job applications.

» How to make a complaint

You can make a complaint about any aspect of the service, although you cannot use this service to say you were unhappy with the information you were provided with if it was factually correct.

You can write to the Complaints Officer (who handles compliments, too) at:



Children's and Joint Commissioning Services
Hartlepool Borough Council
Victoria Road
Hartlepool
TS24 8AY



cas.complaints@hartlepool.gcsx.gov.uk



01429 284020



You can also access an online form at:

www.hartlepool.gov.uk/childrensocialcarecomplaints

We can only address complaints in relation to the service itself. If you are unhappy about the way in which either a school or a local education authority have acted before, during or after a mediation session, then any complaints should be directed to the Secretary of State of Education or the Local Government and Social Care Ombudsman at the following address:

Department for Education and Skills

Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

Local Government and Social Care Ombudsman

21 Queen Anne's Gate
London
SW1H 9BU

Tracy Liveras - Hartlepool Information, advice and Support Service



Level 4, Civic Centre, Victoria Road, Hartlepool, TS24 8AY



Telephone: 01429 284876 / 07764 91662



Email: HARTLEPOOLIASS@hartlepool.gov.uk

We issued this document in August 2018. We will check the information is up to date in August 2019.