

Comments and Compliments

Information for Children and Young People

If you are or have been involved with Children's Social Care and have something to say about any part of our service, please get in touch with us.

We would like to know if you think there is something we have done well. If you think there is something we could do differently you can tell us that, too.

» How to get in touch

There are lots of ways for you to tell us what you think of 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

www.hartlepool.gov.uk/childrensocialcarecomplaints



Send an email to cas.complaints@hartlepool.gov.uk



Write to our complaints office (who deals with compliments, too!) at:

Children's and Joint Commissioning Services

Hartlepool Borough Council

Civic Centre

Victoria Road

Hartlepool

TS24 8AY

» Contact us

You can contact the Children's Hub by letter, telephone, text or email. If English is not your first language we can provide a translation service.

» Our opening times

We open at 8:30am every weekday we close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm



Telephone: 01429 284284



Text Service: 60006 (start your text with HBC)



Email: childrenshub@hartlepool.gov.uk



Post: Children's and Joint Commissioning
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

» About this factsheet

This factsheet explains how you can send us your comments and compliments. We issued this factsheet in February 2012 and updated it in January 2018. We will check that it is up-to-date in January 2020.



You can download all of our factsheets and booklets from our website,
www.hartlepool.gov.uk/childrensfactsheets