

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

If you have been in touch with Adult and Community Based Services 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/adultsocialcarecomplaints](http://www.hartlepool.gov.uk/adultsocialcarecomplaints)



**Send an email** to [cas.complaints@hartlepool.gov.uk](mailto:cas.complaints@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:  
Adult and Community Based Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

## » Contact us

You can contact the Early Intervention Team by letter, telephone, 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 523390



E-mail: [ISPA@hartlepool.gov.uk](mailto:ISPA@hartlepool.gov.uk)



Postal address: Adult and Community Based 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 and updated it in November 2020. We will check the information is up to date in November 2021.



You can download all of our factsheets from  
[www.hartlepool.gov.uk/factsheetsandpublications](http://www.hartlepool.gov.uk/factsheetsandpublications)

You can use this form to send us your comments, compliments, concerns or complaints.  
Please continue on a separate sheet if you need more space.

■ Your name: \_\_\_\_\_

■ Your address: \_\_\_\_\_

■ Telephone: \_\_\_\_\_

■ email address: \_\_\_\_\_

■ This is a:       comment       compliment       concern       complaint

If you are sending this form on someone else's behalf, please tell us:

■ Their name: \_\_\_\_\_

■ Their address: \_\_\_\_\_

■ Do they know you are sending this form on their behalf?       Yes       No

■ If you are making a complaint, would you like to speak to an advocate?       Yes       No

An advocate is someone who can help you 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.

■ What would you like to tell us? If there is anything you would like to happen as a result of you sending this form to us, please tell us that, too.

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■ Signed: \_\_\_\_\_

■ Date: \_\_\_\_\_

Business Reply Plus  
Licence Number  
RLZC-BXTY-YCCZ



Child & Adult Services  
Hartlepool Borough Council  
Victoria Road  
Hartlepool  
TS24 8AY