



Adult Social Care

COMMENTS AND COMPLIMENTS



**HARTLEPOOL
BOROUGH COUNCIL**

Review Date: June 2025

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 a lot 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

<https://www.hartlepool.gov.uk/adultsocialcarecomplaints>



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



Fill in and post the feedback form on page 2 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

Feedback Form

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.


● Signed: _____

● Date: _____

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care](#).

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**