



**Adult Social Care**

# **CONCERNS AND COMPLAINTS**



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



**Fill in the online form** on our website

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



**Send an email** to [cas.complaints@hartepool.gov.uk](mailto:cas.complaints@hartepool.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** (who handles compliments, too) at:

Adult and Community Based Services

Hartlepool Borough Council

Civic Centre

Victoria Road

Hartlepool

TS24 8AY

## The Local Government and Social Care Ombudsman

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



**Telephone:** 0300 061 0614



**Filling in the form on their website** (<https://www.lgo.org.uk/contact-us>)

## Our contact details

This factsheet tells you about how to make a comment, compliment, concern or complaint. 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

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

# 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.  
\_\_\_\_\_  
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\_\_\_\_\_
- 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](mailto: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](mailto: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**