

Concerns and Complaints

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. You will find our contact details on the next page.

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



Fill in the **online form** on our website at www.hartlepool.gov.uk/adultsocialcarecomplaints



Send an **email** to cas.complaints@hartlepool.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** www.lgo.org.uk/contact-us

» **About this factsheet**

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 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.

When you are ready to post this form, please fold it in half and secure the page(s) so that our address shows on the outside. Alternatively, you can hand this form into any council office.

■ 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

■ 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: _____

Business Reply Plus
Licence Number
RLZC-BXTY-YCCZ



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