Social services complaints and feedback

Last Modified October 19, 2026

Your views are important to us

You may have a concern or a complaint or a compliment about social services or you may just wish to make a comment. We want to hear from you, or your representative, whatever you have to say.

You can get in touch via telephone, email or in writing, using the details at the bottom of this page or you can complete an online customer feedback form, by clicking on the button below.

Complete feedback form

Procedures

- Adults social care – Customer feedback procedure
- Children's social care – Customer feedback procedure

Worried about the welfare of a child or vulnerable adult

If you are worried about the welfare of a child or vulnerable adult, please **do not report** it through the above methods. Please ring one of the following numbers:

Adult services: 01253 477592 for further information please visit the safeguarding adults page

Children's services: 01253 477299 for further information please visit the worried about a child page

If you think there is an **immediate risk,** please contact the police on 999.

Other council services

Should you wish to provide feedback about any other council service, please visit our corporate comments, compliments and complaints page.

Annual report data

Please contact the customer relations manager, via email customerrelations@blackpool.gov.uk, for information on the council's annual customer feedback reports.

Contact

We are unable to guarantee that the customer relations team will be available to answer your call; the phone line is predominantly a voicemail facility.

The voicemail is checked throughout the working day, if you are unable to submit a complaint in writing, email or through the online feedback service, please leave your name, contact number and brief details of your complaint and an officer will attempt to make contact with you within three working days.

Customer relations team

Blackpool Council adults and children's services, PO Box 4, Blackpool, FY1 1NA

Telephone 01253 477700
Email customerrelations@blackpool.gov.uk

↑ Back to top