

## COVID-19 update



Due to the effect of the ongoing coronavirus, we may not be able to stay within our usual timelines for responding to complaints but will respond when we are able to. Resources and services will be prioritised to ensure essential services continue to be delivered. We appreciate your patience and understanding.

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# Social services complaints and feedback

Last Modified March 25, 2020



## 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 Complaint Form](#)

Alternatively, you can download one of our feedback forms and return it to the address below.

[Children's services comment form \[PDF 408KB\]](#)

[Adult services comment form \[PDF 404KB\]](#)

[Feedback form - Young people \[PDF 944KB\]](#)

You can view the relevant customer feedback procedure at the bottom of this page

## 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.

## Contact

#### Related procedures

- [Adult and social care feedback procedure \[PDF 449KB\]](#)
- [Children's services customer feedback procedure \[PDF 469KB\]](#)

#### Related reports

- [Children's services customer feedback annual report 2018-2019 \[PDF 1598KB\]](#)
- [Adult services customer feedback annual report 2018-2019 \[PDF 1375KB\]](#)

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