

Complaining to Adult Services

If you are not happy with the service that you receive from Community Health and Social Care Direct, or if you feel that something has gone wrong, the council needs to know. Your feedback helps them to assess and improve the services they provide.

How to Make a Complaint

If you feel that you need to make a complaint, the first thing you should do is contact [Community Health & Social Care Direct](#).

Normally, they will try to sort out the problem straightaway if they can, without you needing to do anything else. If this is not possible, they will begin a complaints process.

Contact ComplaintsAdults@newcastle.gov.uk

The Social Services Statutory Complaints Procedure

Most complaints made to Adult Services are governed by the 'Social Services Statutory Complaints Procedure'. This is different to the City Council's own corporate complaints procedure, which they use to deal with any other complaints they receive.

You will always be told which complaints procedure is being used and what you can expect from it.

Examples of statutory complaints to Adult Services are:

- a service not being delivered on time
- receiving a poor-quality service
- problems with staff attitudes or behaviour
- problems with your assessment, care plan or the review of your services
- decisions that you don't agree with
- the level of service provided or how often you receive it
- the cost of your services
- changes to your services or care plan

All complaints are kept confidential and are only communicated to other staff on a need-to-know basis, for example, in order to further investigate your complaint.

Making a Complaint

You can complain by email, telephone, letter or by [filling out and returning the complaints form](#) on the Adult Services website.

After receiving your complaint, the team will send you a letter explaining what will happen next.

Is there anyone else who can help?

If you are not comfortable making the complaint yourself, you can ask a friend or relative to contact Adult Services for you.

You may also prefer to ask an independent person or organisation for advice, or ask them to act on your behalf, such as:

- your local Councillor or MP (Find your current Councillor on newcastle.gov.uk.)
- a solicitor
- [Citizens Advice Newcastle](#)
- [Connected Voice Advocacy](#)

The [Local Government Ombudsman](#) looks at complaints about councils and other authorities. It is a free service. Their job is to investigate complaints in a fair and independent way. If you have a problem with a council service, you should first complain to the council. But if you are still not satisfied, they may be able to help.

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Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: <http://citizensadvice-newcastle.org.uk/>

Telephone: 0191 229 2750

Address: 4th Floor, City Library, NE1 8AX

Connected Voice Advocacy

Email: advocacy@cvsnewcastle.org.uk

Website: www.advocacycentrenorth.org.uk

Telephone: 0191 235 7013

Address: Newcastle Council for Voluntary Service, NE1 8AF

Complaints and Customer Relations – Newcastle Adult Social Care

Email: ComplaintsAdults@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/services/care-and-support/information-and-support-adults/contact-care-and-support-adults/make-a-complaint>

Telephone: 0191 277 7427

Address: Complaints and Customer Relations, Adult Care and Support, NE1 8PA

Community Health and Social Care Direct – Newcastle City Council

Email: scd@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/health-and-social-care/adult-social-care>

Telephone: 0191 278 8377

Complaints Officer – Newcastle City Council

Email: complaints@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/your-council-and-democracy/contact-the-council/complaints/make-a-complaint>

Telephone: 0191 278 7878

Address: Complaints at Newcastle, NE99 2BN

Local Government and Social Care Ombudsman

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Telephone: 0300 061 0614

Address: PO Box 4771, CV4 0EH

Related Articles

[Looking after someone](#)

[How to complain about health services](#)

[Having your say about health services](#)

[Your Consumer Rights](#)

[Adult abuse](#)

[Paying for care](#)

[Advocacy support to get your voice heard](#)