

Complaints and Customer Relations - Newcastle Adult Social Care

Complaints about Adult Social Care are handled by the Complaints and Customer Relations Team. Types of complaint cover:

- care home and home care services
- reablement services
- supported living services
- day centres and services

Problems that may arise:

- standard or quality of service
- clarity and standard of information and communication
- staff practice and behaviour
- clarity of financial arrangements
- eligibility for services
- waiting times or delays

If your complaint is about another service, such as Children's services, housing or a school then you will need to complain using a different [complaints system](#).

Last updated: June 14, 2021

Telephone: 0191 277 7427

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

Email: ComplaintsAdults@newcastle.gov.uk

Opening Hours: Monday to Friday 9.30 to 3.30 pm

Address:

Complaints and Customer Relations, Adult Care and Support
Floor 4
Civic Centre
Barras Bridge, Newcastle upon Tyne
NE1 8PA

Related Articles

[Complaining to Adult Services](#)

[How to make a good complaint](#)