InformationNOW
Information for people in Newcastle upon Tyne

Complaints and Compliments at Newcastle City Council

Complaints and Compliments at Newcastle City Council can help if you are not happy with the service that you receive from the Council, or if you feel that something has gone wrong. If something has gone well, you can send them a compliment about the service too. Your feedback helps to improve the services.

Visit their website for more details about how to make a complaint or send a compliment about these services:

- Adult Social Care
- Children's Social Care
- schools
- Councillors
- housing
- all other council services such as, bins and roads

You can use their online form to send your feedback and find out how to get help to make a complaint if you need it.

Last updated: March 5, 2025

Telephone: 0191 278 7878

Telephone note: ask for "Complaints"

Website: https://new.newcastle.gov.uk/complaints-compliments

Cost: Free

Address:
Complaints at Newcastle
Civic Centre
Barras Bridge
Newcastle upon Tyne
NE99 2BN

Related Articles

How to make a complaint about Adult Social Care services

How to make a good complaint