



let's talk...



we are here
to listen...



tell us what
you think...



help us
improve...



Newham London

Compliments and Complaints

Adult Social Care Services

Your compliments and complaints about the service we provide are important to us.

If you are happy with our service or a particular member of staff **let us know**.
If you are unhappy with our service or the way you have been treated **tell us**.

How do I compliment/complain?

Write to us: use the form attached and post it to:
Complaints and Member Enquiries Team,
Newham Dockside, First Floor East,
1000 Dockside Road,
London E16 2QU

Email us: customerrelations.team@newham.gov.uk

Telephone: 020 8430 2000

If you **need help** making a compliment/complaint then please let us know and we will arrange for someone to work with you – this person is called an **advocate**.

What happens next?

All compliments received will be passed on to the relevant person or team.

If you make a complaint it will be entered into our system. We will discuss with you how you want your complaint to be resolved and give you advice about your options, for example writing to you with our initial findings or arranging a meeting with you.

We hope to be able to sort out your complaint quickly and will provide independent support and keep in contact with you throughout.

In a small number of cases we may be unable to resolve your complaint and we will advise you about contacting the Local Government Ombudsman.

Compliment and complaint form

Please use this form to make a written compliment or complaint and post it to: Complaints and Member Enquiries Team, Newham Dockside, First Floor East, 1000 Dockside Road, London E16 2QU.

You may send additional material with this form if necessary.

Name: _____

Address: _____

Telephone: _____

Email: _____

Please circle one of the following options: compliment/complaint

Details (e.g. names, dates, circumstances of compliment/complaint, location etc)

Please find further space on the back
