

## **Information for Parents and Carers**

### **Social Care Complaints**

If you have a complaint about any social care service, it is usually best to approach the person in charge of providing the service, for example, the manager of the service for which you are making the complaint about. They may be able to deal with your complaint quickly and easily and help you to feel happier about the service being provided to you or someone you care about.

There is further information about making a complaint about **children's social care** if you follow the link below to Gateshead Council's website

<https://www.gateshead.gov.uk/media/3038/Children-and-Families-procedure/pdf/Tell-us-your-views-Children.pdf?m=636410049397900000>

There is further information about making a complaint about **adult social care** if you follow the link below to Gateshead Council's website

<https://www.gateshead.gov.uk/article/11386/Tell-us-your-views-about-adult-social-care>

#### **For further information about making a social care complaint contact**

Social Care Customer Services  
Care, Wellbeing and Learning  
Civic Centre  
Regent Street  
Gateshead  
NE8 1HH

Include a daytime phone number so we can contact you.

[enquiries.cbs@gateshead.gov.uk](mailto:enquiries.cbs@gateshead.gov.uk)  
0191 433 2692 (9am-5pm)