

## Contacting the Team

**Ring:**

**01670 62 88 88**



**Write to:**

Adult Social Care  
Comments, Compliments and  
Complaints  
FREEPOST RLTX-LBXU-SHBS  
County Hall  
Morpeth  
NE61 2EF



**Email:**

[socialcarecomplaints@northumbria.nhs.uk](mailto:socialcarecomplaints@northumbria.nhs.uk)



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Northumbria Healthcare   
NHS Foundation Trust

# Have your Say

## Comments, Compliments and Complaints



*In partnership with*

**NORTHUMBERLAND**  
Northumberland County Council

Better Care, Higher Standards

## Comments, Compliments and Complaints

We always want to hear what people think about our services which include adult social care services and community health services. This might be:

a **complaint** if you are unhappy,

a **compliment** if you think something is really good,

or just a **comment** you would like to make.



We take complaints very seriously. We know that sometimes things do go wrong and when that happens we want to be told, so that we can try and make things better.

Often the best thing to do when something goes wrong

is to talk to the manager of the service, but you can also contact our team who handle complaints, comments and compliments.

### What to tell us when you make a complaint

- Your name and contact details
- What you are complaining about (dates and details)
- If you know them, the names of the people involved
- What you would like us to do about this complaint
- If you are complaining for someone else we will need their details. We will usually need to check if they are happy for you to make this complaint on their behalf.



If you phone us we will talk through this with you.

If after we have looked into your complaint you are still not happy, you have the right to take this further and we will tell you how to do this.