

Making a Complaint

Making a complaint is when you tell us about something you're not happy about.



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We will make things better if we can.



We will listen to you.



We will look at what went wrong.



**We will give you
information about how we
are going to help you.**



**We will work together on
the best way to make
things better.**

How you can tell us.....



**By calling the complaints
team on 0151 511 6941.**



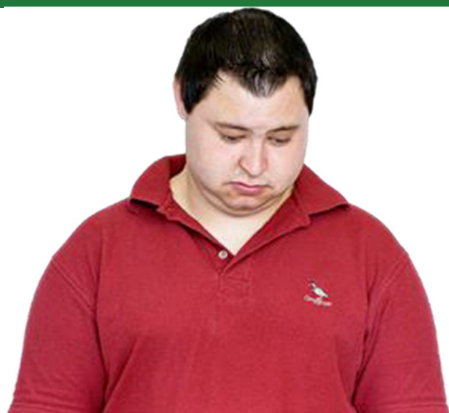
**By letter :
SSD Complaints
Runcorn Town Hall
PO box 317
Runcorn
WA7 9BZ**



By E Mail:
ssd.complaints@halton.gov.uk



Or tell your social worker



What do I do if I'm not happy with the answer?

The **Local Government and Social Care Ombudsman** are people who make sure that we have looked into your complaint in the right way.

Local Government &
Social Care
OMBUDSMAN

You can find out how to complain to the Local Government and Social Care Ombudsman on the internet by following the link below.

[How to register a complaint - Local Government and Social Care Ombudsman](#)



You can call the Local Government Ombudsman on:

0300 061 0614



**You can write to them at:
Local Government
Ombudsman PO Box 4771
Coventry
CV4 0EH**