

Complaints and Customer Relations Adult Social Care at Newcastle City Council

The Complaints and Customer Relations Team can help you to make a complaint or a compliment about Adult Social Care services provided by Newcastle City Council.

If you are not happy with the service that you receive from Adult Social Care or if you feel that something has gone wrong, the council needs to know. Your feedback helps them to assess and improve the services they provide. You can speak directly to your social worker or [Adult Social Care](#) staff to help you to resolve any problems first. If this doesn't work you can make a formal complaint by contacting them.

Compliments are positive feedback or comments that you would like to give about a service or a member of staff. You can send any compliments to this team, your social worker or [Adult Social Care](#).

[Complaints and compliments at Newcastle City Council](#) can help if you need to feedback about other services provided by the council.

Last updated: March 5, 2025

Telephone: 0191 277 7427

Website: <https://www.newcastle.gov.uk/services/care-and-support/information-and-support-adults/contact-care-and-support-adults/make-a-complaint>

Email: ComplaintsAdults@newcastle.gov.uk

Website 2: https://newcastle-central.oncreate.app/w/webpage/request?service=asc_complaint_care_and_support

Opening Hours: Monday to Friday 9.30am to 3.30pm

Address:

Complaints and Customer Relations, Adult Care and Support
Floor 4
Civic Centre
Barras Bridge, Newcastle upon Tyne
NE1 8PA

Related Articles

[How to make a complaint about Adult Social Care services](#)

[How to make a good complaint](#)