



Tell us!

The complaints procedure for users,
their carers, and representatives of
Tower Hamlets Social Services

Bengali
Soomali
Viet Nam
Chinese

Tell us!

If we please you.

If you are not happy with our services.

Tell us!

Tell us!

If you have applied for a service and there is a delay or you are refused the service.

Tell us!

If you feel social services have discriminated against you.

Tell us!

If you feel social services does not listen to you.

Tower Hamlets treats complaints and comments about our services seriously and confidentially.

You will not be penalised for complaining.

How to tell us

1ST STAGE

Talk or write to the Team Manager of the service or the Complaints Unit. The Manager will respond to you in writing within 15 working days.

FORMAL STAGE

If you remain unhappy, contact the Social Services Complaints Unit in writing or by using the Freephone.

Telephone free 0800 374 176
Or write (no stamp required) to :
The Complaints Officer
Tower Hamlets Social Services Department
FREEPOST EDO 5030
62 Roman Road
Bethnal Green
London
E2 0PG

The Complaints Officer will :

- assist you to find a suitable advocate in order to make your complaint.
- Arrange for an interpreter when needed to help you make your complaint.
- Interview you about your complaint and carry out the investigation of your complaint
- After the investigation of your complaint you will receive a report about your complaint and a letter of response from a senior manager who has responsibility for the service.

We aim to reply to you within 28 days.

Additional help

Age Concern

82 Russia Lane, London E2
Tel: 020 8981 7142

Carers Association

21 Brayford Square, London E1
Tel: 020 7790 1756

Mind in Tower Hamlets

13 Whitehorn Street, London E3
Tel: 020 7537 7284

Local Government Ombudsman

Beverley House, 17 Shipton Road, York YO30 5FZ
Tel: 01904 380 200

Disability Advocacy Network

40/50 Southern Grove, London E3
Tel: 020 8980 2200

Tower Hamlets Law Centre

214 Whitechapel Road, London E1 1BJ
Tel: 020 7247 8998

Patients Advice and Liaison Service (Pals)

Godden Ward, Mile End Hospital
Bancroft Road, London E1 4DG
Tel: 0800 389 3093

Citizens Advice Bureau (CAB)

32 Greatorex Street, London E1 5NP
Tel: 0870 126 4014

Citizens Advice Bureau (CAB)

86 Bow Road, Bow, London E3 4DL
Tel: 020 8980 3728

