

Tick below if you would like a copy of this leaflet in:

Large print

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Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Please return this section to:  
**Customer Engagement Team**

Adult Social Care, Floor 12

Westminster City Hall

64 Victoria Street, London SW1 6QP

**Email:**

ASCCCustomerFeedback@

westminster.gov.uk

**Telephone:**

020 7361 2661

Complaints: January 2019.

### How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please complete the pull-out form inside or contact:

#### Customer Engagement Team

Westminster City Hall, 64 Victoria

Street, London, SW1E 6QP

Telephone: 0800 587 0072

Email: [ascustomerfeedback@](mailto:ascustomerfeedback@westminster.gov.uk)

[westminster.gov.uk](mailto:westminster.gov.uk)

**For more information about our services and publications view them on:**

[www.westminster.gov.uk](http://www.westminster.gov.uk) or

[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

or contact:

Westminster City Council

T: 020 7641 2500

E: [adultsocialcare@](mailto:adultsocialcare@westminster.gov.uk)

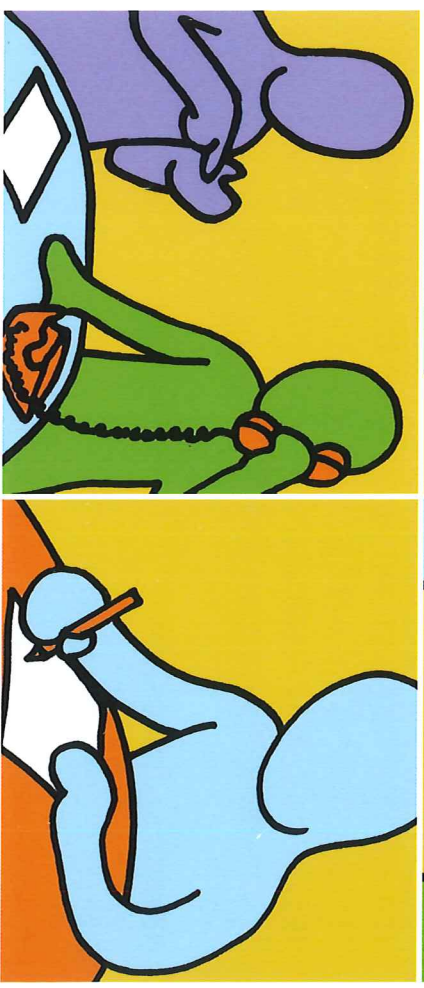
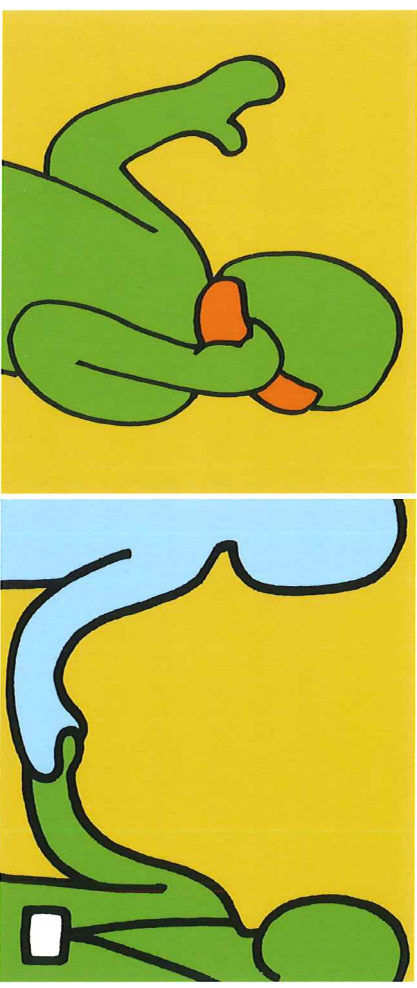
[westminster.gov.uk](mailto:westminster.gov.uk)



[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

for a wide range of information about local activities and services to help you stay independent.

## Complaints, Comments and Compliments about Adult Social Care



How to make a complaint about Adult Social Care services or thank them for their help

Westminster City Council

[westminster.gov.uk](http://westminster.gov.uk)

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP



City of Westminster

**Good or bad your feedback is important to us. Your experience counts and helps us improve Adult Social Care for all.**

## **Tell us**

We want to make it easy for you to make a complaint, comment or compliment about a service you receive, or on behalf of someone who is affected by it.

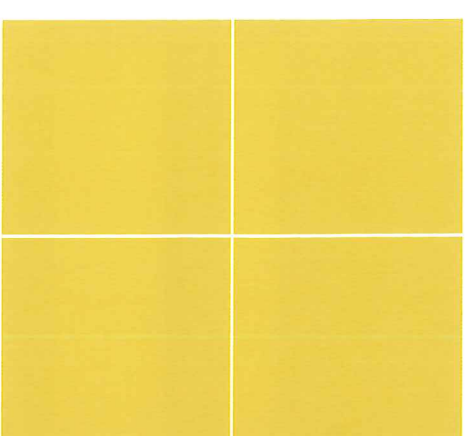
So let us know when we have got it right, as well as if you are unhappy with your service or a decision we have taken.

We are committed to providing you a high quality service. We think we get it right most of the time, but there may be times when things go wrong and you do not feel satisfied. If this happens, we want to hear about it so we can put things right. Your feedback is important to us, as what you say helps us to improve and develop our services to you.

## **Getting in touch**

You can contact us by:

- Completing the four page pull-out feedback form and sending it to the freepost address. You do not need a stamp.
- Calling **0800 587 0072**
- Writing to Customer Engagement Team  
Westminster City Hall, 64 Victoria Street  
London, SW1E 6QP
- Emailing  
**ASCCustomerFeedback@westminster.gov.uk**



**Complaints,  
Comments and  
compliments  
about  
Adult Social Care**



**City of Westminster**