Letting us know what you think

It is always good to know when we have got things right and that our services have helped you to overcome any problems. But we recognise that sometimes we can make mistakes too.

Whether you receive support from us, or are a relative, guardian or representative of someone who does, and you have any comments to make - good or bad - then please let us know. Your comments can help us to put things right and to plan successful services for the future.

If you would like to make a comment, a compliment or a complaint about our services, you can call the Customer Services Unit on 01484 225115, email sscu@kirklees.gov.uk or write to us at:

Freepost: RTHS-EUEY-ZYCB, Customer Services Unit, Ground Floor South, Civic Centre 1, Huddersfield HD1 2NF

You can also contact us to request a copy of our compliments, comments and complaints leaflet.

If we have arranged a service to be provided by a voluntary or private organisation you can contact us, the organisation itself or Care Quality Commission:

Care Quality Commission
CQC National Correspondence
PO Box 1258
Newcastle upon Tyne NE99 5AU
Tel: 03000 616161

What happens when I make a comment or a compliment?

We will write to you to acknowledge your comments, and pass these on to the people or services concerned.

What happens when I make a complaint?

The Manager of the Service will contact you to discuss your complaint. They will agree with you what resolution you want and what action will be taken. They will also agree the target date for the complaint to be resolved.

If you are unhappy with the investigation of your complaint, you can contact the Customer Services Manager on 01484 225115 who will work with you to try to resolve your complaint.

If you remain unhappy you can contact the Local Government Ombudsman who will look at the way in which your complaint was investigated. You can contact them at:

Your Local Councillor
Members Services
Crown Court Buildings
Princess Street
Huddersfield HD1 2TT

Your Member of Parliament
The House of Commons
London SW1A 0AA

The Local Government Ombudsman
PO Box 4771 Coventry CV4 0EH
Telephone: 0300 0610614

If you found this useful you could also visit www.kirklees.gov.uk/adultcomplaints