

Contact us and we will listen to you and do our best to resolve your problem.

We can put you in touch with organisations who provide independent and specialist advice.

If you need any help to make a complaint call us on 020 7525 3977 or visit



www.southwark.gov.uk/complaints

Making a complaint about Social Care or Education

# Tell us about your

concerns





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You can contact us yourself or with the help of someone you trust.

Often the best people to fix your problem will be the team who provided you with the service. You may want to talk to them first about what has gone wrong as they might be able to resolve your issue more quickly.

# Email us:

≥ sscomplaints@southwark.gov.uk

# Online complaint form:

www.southwark.gov.uk/complaints

## Write to us:

Freepost RTJL–XAZG–ZRTU
Social Care and Education Complaints
Southwark Council, PO Box 64529
London SE1P 5LX

Fill in the form attached to this leaflet and post it back to us.

Tear it off, fold it over, lick and press to seal and put it in the post box. You don't need a stamp. We should get back to you within three days of receiving the form.

### Phone us:

**7** 020 7525 3977

If you are a child or young person in, or leaving care, you may contact your Independent Reviewing Officer, or Speakerbox

speaker.box@southwark.gov.uk

**1** 020 7525 3356

Find out more at www.southwark.gov.uk/speakerbox

<b>⊥</b> Name	
<b>Telephone</b>	
⊠ Email	₩ Date
You can use the space below to write out your complaint. We will only share these details with those who need to know.	