

Comments compliments complaints

We value your feedback.

If you have informal feedback please tell a member of staff. You may feel something has gone wrong, you may have an idea for improvement, or you may want to tell us when we have done a good job.

We will try to resolve any concerns you may have but if we cannot help you may wish to make a more formal complaint.

You can complain to us using the contact details below.



Alternatively, if you are using a service we are delivering on behalf of Shropshire Council, you can contact the Council to make a complaint.

Visit: <http://shropshire.gov.uk/feedback>

Email: Customer.Feedback@shropshire.gov.uk

Telephone: 0345 678 9000

Write to: Feedback and Insight Team
Shropshire Council, Shirehall
Abbey Foregate, Shrewsbury
Shropshire, SY2 6ND

If you arrange your own care privately you can also complain to the Local Government and Social Care Ombudsman, telephone: 0300 0610614
Or go online form: <https://www.lgo.org.uk>

