

Social Services are interested to hear from you. We need to know whether our services are meeting your needs and being delivered effectively. Your comments, praise and complaints are welcomed. They will be used to improve our services.

We are interested in your

suggestions and general comments on our services. If you have views that you wish to put forward you can complete the tear off section of this leaflet and send it to the Customer Care and Complaints Team.



**when things
go well
please tell us**



**your
comments
tell us what you
think**

Alternatively, you can write to:

**Moira Gibb
Executive Director of Social Services
Town Hall
Hornton Street
London W8 7NX**

Where staff have been helpful and services have been of assistance, please let us know. Praise and compliments build morale and let the Department know if we are getting things right. If you have been impressed with our staff, or pleased with the service that has been provided, please complete the final section of this leaflet, or contact the Customer Care and Complaints Team on

0800 587 0072

BUSINESS REPLY SERVICE
Licence No. PAM 2011

Customer Care and Complaints Team
Social Services Department
Town Hall
Hornton Street
London W8 7BR