

Adult Social Care

Suggestions, Compliments and Complaints



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Tameside
Metropolitan Borough

Your voice is important to us!

We want you to let us know your suggestions, compliments or complaints. This will help us see what is going well and what we can improve.

By listening to you we can make sure we are delivering high-quality adult social care services in Tameside.



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Compliments and Suggestions

We love to hear when you are happy with the support you have received.

Suggestions and compliments can be sent to

adultsocialcarefeedback@tameside.gov.uk



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Complaints

The easiest way is to make your complaint online.

If you need further advice on your complaint or if there is an issue making your complaint online, please contact the Complaints and Customer Care Team.

Details on how to access the online form and contact the team are on the next page.



Making a Complaint

TMBC Complaints

Level 2 (Information & Improvement)

PO BOX 317

Ashton-under-Lyne

OL6 0GS

0161 342 3535

complaints@tameside.gov.uk

Access the online form at

tameside.gov.uk/adults/feedback



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More information

Find more information on the formal complaints process at

tameside.gov.uk/complaints

Request translated and accessible formats of this leaflet via email

communications@tameside.gov.uk

or call **0161 342 8355**

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