

SBC Adult Social Care Complaints Report 2025-2026

Summary

The Committee will receive the annual Stockton-on-Tees Borough Council (SBC) complaints report in relation to adult social care services. This version covers the 2025-2026 period.

Detail

1. The purpose of the annual report is to review SBCs handling of complaints related to adult social care over the twelve-month period between 1 April 2025 and 31 March 2026. The report shares information about complaints themes and the learning taken from those complaints to improve the quality of social care services.



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Adult Social Care Statutory Complaints

If you've received a good service from one of our officers or if you think we could have done things better, we want to hear from you. You can share your views in any way, with any officer. All our officers are aware of the complaints process and can pass details of your complaint to the appropriate person.

You can submit positive feedback, a comment (such as a suggestion or general feedback) or make a complaint by completing our online form.

Submit a customer feedback or complaints form >

Alternatively, you can email foiandcomplaints@stockton.gov.uk or telephone on 01642 527521 between 9am to 4pm, Monday to Friday. You can write to us at: Information Governance Team, Corporate Services, Stockton-on-Tees Borough Council, Dunedin House, Columbia Drive, Thornaby, Stockton-on-Tees, TS17 6BJ.

Our aim is to make the complaints process simple, fair, and accessible. We welcome feedback because it helps us improve the quality of care and support we provide. We will make reasonable adjustments for those who may need to access the complaints process.

<https://www.stockton.gov.uk/article/20539/Adult-Social-Care-Statutory-Complaints>

2. The annual report, as well as a supporting summary report, is included within these meeting papers. Senior SBC officers are scheduled to be in attendance to provide an overview and address any Member comments / questions.

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