

How to make a complaint or leave a compliment for Enfield Adult Social Care Services.



STEP 1



You should contact the team directly in the same way you normally do.



Explain the problem to see if they can sort it out quickly.

STEP 2



If they cannot help you,



You can make a formal complaint.



You can do this by phone on

020 8379 1000



Or email them through Enfield Council website at:

www.enfield.gov.uk



Or write to them at:

Statutory Complaints (Adults and Children) Manager,
Enfield Council,
PO Box 59,
Civic Centre,
Enfield,
EN1 3XL



IMPORTANT

Complaints need to be made within 12 months (one year) of the date the problem happened.



They will let you know within three working days that they have received it.



They will give you a full reply within ten working days (about two weeks).

STEP 3



If you are not happy with the reply, you can make a formal complaint to:

The Local Government Ombudsman



You can phone them on

0300 061 0614



Or go to their website at

www.lgo.org.uk/make-a-complaint

NEED MORE HELP?



If you need help, ask for an Advocate.



See our video on our website for more information about Advocacy.



Or Contact Healthwatch Enfield for more information:



By telephone on

020 8373 6283



Monday to Friday

Between 9am - 4pm



Or text us on 07526 645 683



Or send us an email at

admin@healthwatchenfield.co.uk

Or write to us

(no stamp needed) at:



FREEPOST RTGT-SRCL-ABRS Healthwatch
Enfield
Community House
311 Fore Street
London
N9 0PZ

