**List of complaints departments within different local authorities**

**London Borough of Barking and Dagenham**

Children Social Care Complaints Team

Room 218

Town Hall

Barking

IG11 7LU

Email: <socialcarecomplaintsandinformation@lbdd.gov.uk>

**Barnet Council**

Family Services complaints

North London Business Park

Oakleigh Rd South

London

N11 1NP

Email: FScomplaints@barnet.gov.uk

**Bexley Council**

The Complaints Team

London Borough of Bexley

2 Watling Street

Bexleyheath

Kent

DA6 7AT

Email: [complaints@bexley.gov.uk](mailto:complaints@bexley.gov.uk)

**Brent Council**

Complaints Team

Brent Council

Brent Civic Centre Engineers Way

Wembley

HA9 0FJ

Email: <complaints.service@brent.gov.uk>

**Bromley Council**

Children’s social care complaints

Civic Centre

Stockwell Close

Bromley

BR1 3UH

Email: <corporate.complaints@bromley.gov.uk>

**Camden Council**

Complaints Officer

London Borough of Camden

5th Floor, 5 Pancras Square

Judd Street

London

WC1H 9JE

**City of London**

Complaints

Community and Children’s Services

City of London

North Wing, Guildhall

PO Box 270

London

EC2P 2EJ

Email: [CYPScomplaints@cityoflondon.gov.uk](mailto:CYPScomplaints@cityoflondon.gov.uk)

**Croydon Council**

Children’s social care complaints

Complaint Resolution Team

Croydon Council, Floor 7 – Zone C

Bernard Weatherill House

8 Mint Walk

Croydon

CR0 1EA

Email: [complaints@croydon.gov.uk](mailto:complaints@croydon.gov.uk)

**Ealing Council**

Customer Care Unit

Ealing Council

14-16 Uxbridge Rd

Ealing

W5 2HL

Email: [complaints\_childrens\_services@ealing.gov.uk](mailto:complaints_childrens_services@ealing.gov.uk)

**Enfield Council**

Complaints and Access to Information Team

Enfield Council

Civic Centre

Silver Street

Enfield

EN1 3XA

**Royal Borough of Greenwich**

Children’s Services

The Woolwich Centre

35 Wellington Street

Woolwich

SE18 6HQ

Email: [childrens-complaints@royalgreenwich.gov.uk](mailto:childrens-complaints@royalgreenwich.gov.uk)

**Hackney Council**

Complaints Unit

Hackney Service Centre

1 Hillman Street

London

E8 1DY

Email: children.complaints@hackney.gov.uk

**Hammersmith and Fulham**

Children’s Services

The Town Hall

Horton Street

London

W8 7NX

Email: cscomplaints@lbhf.gov.uk

**Haringey Council**

6th Floor

River Park House

225 High Road

Wood Green

N22 8HQ

Email: [fig@haringey.gov.uk](mailto:fig@haringey.gov.uk)

**Harrow Council**

Adults and Children’s Complaints Services

PO Box 7

Civic Centre

Harrow

HA1 2XY

Email: Complaints.adultsandchildrens@harrow.gov.uk

**Havering Council**

London Borough of Havering

Complaint, Information and Communication Team

Town Hall

Main Road

Romford

ESSEX

RM1 3BB

Email: [social\_services\_info\_complaints@havering.gov.uk](mailto:social_services_info_complaints@havering.gov.uk)

**Hillingdon Council**

Complaints and Service Improvement Team

3S/03A Civic Centre

High Street

Uxbridge

UB8 1UW

Email: complaintsmailbox@hillingdon.gov.uk

**Hounslow Council**

Customer Relations Team

London Borough of Hounslow

Civic Centre

Lampton Rd

Hounslow

TW3 4DN

**Islington Council**

Children’s Customer Care and Complaints Manager

3 Elwood Street

London

N5 1EB

Email: childrenssocialcare.complaints@islington.gov.uk

**Kensington and Chelsea**

Royal Borough of Kensington and Chelsea

Children’s Information Service

The Town Hall

Horton Street

London

W8 7NX

Email: [fis@rbkc.gov.uk](mailto:fis@rbkc.gov.uk)

**Kent County Council**

Kent Children's Social Services

Customer Care

Kroner House

Eurogate Business Park

Ashford

TN24 8XU

Email: [cscomplaints@kent.gov.uk](mailto:cscomplaints@kent.gov.uk)

**Kingston Upon Thames**

Royal Borough of Kingston upon Thames

Complaints and Information Access Officer

Adult and Children’s Social Care

Strategic Business – Guildhall

Kingston

KT1 1EU

Email: [karen.fenwick@kingston.gov.uk](mailto:karen.fenwick@kingston.gov.uk)

**Lambeth Council**

Complaints

Olive Morris House

Brixton Hill

London

SW2 1RD

Email: complaints@lambeth.gov.uk

**Lewisham Council**

Children’s Social Care Complaints

Third Floor

Laurence House

1 Catford Road

SE6 4RU

Email: <cypcasework@lewisham.gov.uk>

**Merton Council**

The Complaints Team

Merton Civic Centre

London Road

Morden

SM4 5DX

Email: [childrensservicescomplaints@merton.gov.uk](mailto:childrensservicescomplaints@merton.gov.uk)

**Newham Council**

Children’s Social Care Complaints

Complaints and Member Enquiries

London Borough of Newham

Newham Dockside

1000 Dockside Rd

London

E16 2QU

Email: [corporate.complaints@newham.gov.uk](mailto:corporate.complaints@newham.gov.uk)

**London Borough of Redbridge**

Children’s Services Complaints Team

Ley Street House

497-499 Ley Steet

Ilford

Essex

IG2 7QX

Email: childrenscomplaints@redbridge.gov.uk

**London Borough of Richmond upon Thames**

Corporate Complaints and Access to Information Manager

Community Engagement and Accountability Team

Adult and Community Services

3rd Floor Civic Centre

44 York Street

Twickenham

TW1 3BZ

Email: [socialservices.complaints@richmond.gov.uk](mailto:socialservices.complaints@richmond.gov.uk)

**Southwark Council**

Children’s Services Complaints Team

Southwark Council

Complaints Team

PO Box 65429

SE1P 5LX

Email: [sscomplaints@southwark.gov.uk](mailto:sscomplaints@southwark.gov.uk)

**London Borough of Sutton**

Complaints Manager (Children’s Services)

Civic Offices

St Nicholas Way

Sutton

SM1 1EA

Email: [complaints@sutton.gov.uk](mailto:complaints@sutton.gov.uk)

**Tower Hamlets Council**

Complaints

Town Hall

Mulberry Place

5 Clove Crescent

London

E14 2BG

Email: [complaints@towerhamlets.gov.uk](mailto:complaints@towerhamlets.gov.uk)

**Waltham Forest Council**

The Complaints Team

Room 104

Town Hall

Forest Road

E17 4JF

**Wandsworth Council**

Complaints and Information Team

Children’s Services

FREEPOST RTKU-EGLA-ZZCT

Wandsworth Council

The Town Hall

Wandsworth High Street

SW18 2PU

Email: [childrenscomplaints@wandsworth.gov.uk](mailto:childrenscomplaints@wandsworth.gov.uk)

**City of Westminster**

Customer Care and Complaints Team

Tri-borough Children’s Services

Second Floor

Kensington Town Hall

Hornton Street

London

W8 7NX

Email: socialcarecomplaints@westminster.gov.uk