

Our complaints process

If you have any complaints or comments, please contact any of the local teams. Alternatively, if you are being supported in your home and wish to make a complaint, you can also contact the Care Inspectorate at www.careinspectorate.com or the Scottish Social Services Council at www.sssc.uk.com who will be able to offer you advice.

South West Team

10 Westside Plaza
EH14 2ST
Tel: 0131 469 5150
Southwest.familyandhouseholdsupport@edinburgh.gov.uk

North East Team

101 Niddrie Mains Road
EH16 4DS
Tel: 0131 529 7168
Northeast.familyandhouseholdsupport@edinburgh.gov.uk

North West Team

8 West Pilton Gardens
EH4 4DP
Tel: 0131 529 5014
Northwest.familyandhouseholdsupport@edinburgh.gov.uk

South East Team

40 Captains Road
EH17 8QF
Tel: 0131 529 5123
Southeast.familyandhouseholdsupport@edinburgh.gov.uk



HAPPY TO TRANSLATE

You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 18-2941. ITS can also give information on community language translations.

Family and Household Support Service



We can help

We are here to help if you have a problem and need some support.

From health and wellbeing to parenting, neighbour disputes, welfare benefits and housing, we will help you get in touch with the right people.

This leaflet tells you more about what we do and how you can get in touch with us.

About our service

At the Family and Household Support Service, we work in your community to help anyone who may need our support.

We are a Council service which helps you get all the support you might need. We want to make it much easier for you, so you talk to one person and get access to a whole range of services in the Council and across the community.

How to contact us

Next steps

Contact us. We have four teams in Edinburgh. The contact details are listed in this leaflet. It doesn't matter where you live, you can contact any team. You can also be referred by someone else who is supporting you, like your GP, a social worker or a family member.

Agree a date, time and place to meet. We can visit you at home or you can drop in to see us at one of our local offices or agree a more suitable venue.

We will look at your situation with you and discuss how we can help.

Develop a support plan. We will talk through your situation with you and recommend the right support, then put you in touch with the right services.

