

CUSTOMERFIRST

Your first point of contact for
social care in Suffolk

Opening hours: 8am to 6.45pm Monday to Friday



Call us for free* on

0808 800 4005



e-mail: customer.first@suffolk.gov.uk












website: www.suffolk.gov.uk/careandhealth

*Freephone service applies to all landlines and most major mobile phone networks. Please check with your network provider

Here to help

Our dedicated staff are on hand to help you with all social care enquiries. Here are some of the things we can help with:

-  Exploring the services offered to people with disabilities and how to get the support you need
-  Contacting us if you are concerned about the safety of a vulnerable adult or child
-  Finding out how you may be able to receive an assessment for your care and support needs
-  Providing you with equipment to help you live independently
-  Requesting further information about services provided by other organisations and agencies in Suffolk
-  Discovering how we can help put you in control of the care and support you receive so that you can live as independently as possible
-  Applying for services such as Blue Badges
-  Finding out about the full range of allowances and benefits that you may be entitled to
-  Finding out how you can make a complaint, comment or compliment about the services we provide

About Customer First

Customer First is a dedicated first point of contact for Suffolk social care enquiries.

Our staff deal with over 150,000 telephone calls every year.

If we don't have the answer, we can help you with links to voluntary organisations, Health and other agencies in Suffolk.

