Customer Feedback Form
Children's Services

Your views are important to us. **We want to know what you think about our services. You may have a concern or a complaint or compliment about a service or you may just have a comment to make. We want to hear from you or your representative whatever you have to say. If you need support in doing this, we can help you.**

Who may contact us?

We want to hear from you if you:

- Receive a service from us
- Are acting in the interests of someone and have their consent
- You have been refused a service which you feel you are entitled to

How to contact us

You can get in touch by letter, telephone, and email or by using this form.

Please contact either:

- The people who provide you with the service
- Any of our Children's Social Services Offices
- Our **Customer Relations Team** at this address:

FREEPOST RTRA-HYKE-ASZG
CUSTOMER RELATIONS TEAM
Blackpool Council
Children's Services
PO Box 4
Blackpool
FY1 1NA
Tel: **01253 477700**
Email: **customerrelations@blackpool.gov.uk**

What happens next?

When you contact us we will acknowledge your contact by letter, phone or email within three working days. We will let you know who will be responsible for dealing with you and when you can expect to receive a response to the issues you have raised.

Your feedback about our services gives us a valuable opportunity to learn and improve.

Name: .....

Telephone No: .....

Address: .....

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Email Address: .....

This is a (please tick): Comment ☐ Compliment ☐ Complaint ☐ for .....

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If you need more space to write, please use the back of this form