

Customer Feedback

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 Adult Social Services Offices
- Our **Customer Relations Team: FREEPOST NWW 6785**

**Blackpool Council
Children, Adult & Family Services
Progress House
Clifton Road
Blackpool
FY4 4US
Tel: 01253 477700. Fax: 01253 476794
Email: social.services@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.....

.....Postcode:.....

Email.....

This is a (please tick): Comment Compliment Complaint

Details.....

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Continue on a separate sheet if necessary