


# HAVE

# YOUR



# SAY

DO YOU WANT TO MAKE A COMPLAINT?

DO YOU HAVE A SUGGESTION FOR HOW WE COULD DO THINGS BETTER? 

WOULD YOU LIKE TO TELL US HOW SOMEONE HAS HELPED YOU?

THERE ARE LOADS OF WAYS THAT YOU CAN MAKE A COMPLAINT OR SHARE A COMPLIMENT OR SUGGESTION:

**BY POST TO: (NO STAMP REQUIRED)**  
FREEPOST,  
RTRA-HYKE-ASZG,  
Customer Relations Team,  
Blackpool Council,  
PO Box 4,  
Blackpool, FY1 1NA

USE THE BACK OF THIS LEAFLET:  
post it to the address on the left or hand in to any council reception

**CUSTOMER FEEDBACK FORM:**  
available at Council Receptions

**ONLINE:** <https://www.blackpool.gov.uk/socialcarecomplaints>

**EMAIL:** [customerrelations@blackpool.gov.uk](mailto:customerrelations@blackpool.gov.uk)

**TEXT:** 07469 910741

**TELEPHONE:** 01253 477700

TELL US ABOUT...

IS A PARTICULAR MEMBER OF STAFF REALLY HELPFUL?

ARE YOU HAVING CONTACT WITH THE PEOPLE WHO ARE IMPORTANT TO YOU?

ARE YOU HAPPY WITH THE SERVICE YOU RECEIVE?

ARE YOU BEING TREATED UNFAIRLY BY A PARTICULAR MEMBER OF STAFF?

IT'S OK TO COMPLAIN **You won't get into trouble!**  
If we don't know about it, we can't help.

## WHAT HAPPENS WHEN YOU GIVE US FEEDBACK?

**Give us a Compliment** – It's great to get good feedback! We will pass your compliments to the member of staff and their Manager.

- Make a Complaint** –
- We will let you know in 3 days if we have received your complaint.
  - We will tell you who will investigate your concerns.
  - You can let us know how you'd prefer your response: letter, email or phone.
  - We will try to sort out your concerns as quickly as possible. Sometimes it may take a while to investigate your complaint but we will respond within 15 working days.

**Suggest an improvement** – We are always looking at ways we can improve our service. All your ideas and suggestions will be looked into.

## NEED SOME MORE HELP?

Customer Relations will contact the **Blackpool Advocacy Hub** who will appoint an Advocate on your behalf. The Advocate will then make contact with you. If you do not want this help, you can let them know. An Advocate is someone who can help you speak up for yourself or speak on your behalf, so you can have your views heard. The Advocacy Hub is independent from the Council and can provide you with free and confidential support. You can phone the Advocacy Hub on: 0300 323 0251 or take a look at their website:  
[www.blackpooladvocacyhub.org.uk/children-and-young-peoples-advocacy](http://www.blackpooladvocacyhub.org.uk/children-and-young-peoples-advocacy)



# My Feedback Form

NAME

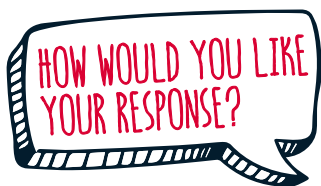
ADDRESS

TELEPHONE NUMBER

AGE/DOB

EMAIL

*What do you want to tell us and what do you want to happen:*



*Please tick*



**POST TO: (NO STAMP REQUIRED)**

“FREEPOST, RTRA-HYKE-ASZG,  
CUSTOMER RELATIONS TEAM,  
BLACKPOOL COUNCIL, PO BOX 4,  
BLACKPOOL, FY1 1NA

SIGNATURE

DATE