

## Feedback Form – Compliments, Comments & Complaints

At Blackpool Council we are committed to putting you first, and this means we are always happy to hear what you have to say about the services we provide. By telling us what you think, if we are doing a good job, or if you think we can do something better you will be helping us to improve our services.

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### HOW WE DEAL WITH COMMENTS & COMPLIMENTS

- We will pass your comments and compliments on to the relevant service within **1 working day** of receiving them;
- We will consider your feedback in an open-minded and impartial way; and
- We will use it to help improve our services.

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### HOW WE DEAL WITH COMPLAINTS

- We will aim to address your complaint as soon as possible in a way that you are happy with;
- If we can't do this straight away, we will contact you within **5 working days**, explaining what we will do to address your complaint and how long this will take;
- We will use your preferred method of contact to respond to your complaint i.e. visit, telephone, email or letter;
- If dealing with your complaint takes longer than expected, we will contact you to explain why and when you can expect a full response from us; and
- We will advise you on how to take your complaint further if you are unhappy with the result.
- We will use it to help improve our services.

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### OUR COMMITMENT TO YOU

- We will approach each complaint with an open mind and try to provide you with a resolution.
- Staff will not investigate complaints about themselves or decisions that they have taken.
- All complaints are dealt with in the strictest confidence and any information we hold fully complies with the Data Protection Act.

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If you have a compliment, comment or complaint, please fill in the form on the next page and hand it to a member of staff or return it by post to: **Customer First Centre, Corporation Street, Blackpool FY1 1NA.**



## Feedback Form – Compliments, Comments & Complaints

Name:

Address:

Postcode:

Telephone No:

Email:

This is a (please tick):  Comment

Compliment

Complaint

Service Feedback Relates To:

### Feedback Details:

In order to respond to your feedback, we may need to share this information, or parts of it, with partner organisations that work with us to deliver the services you have commented on. This information will only be shared where necessary and with the goal of providing you with a full response to your feedback.

If you do not wish us to share this information, please tick this box

