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# Comments, compliments and complaints

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## Your views are important to us

You may have a concern or a complaint or a compliment about a council service or you may just have a comment to make. You can get in touch via telephone, email or in writing, using the details at the bottom of this page or you can complete an online customer feedback form.

[Complete Online Feedback Form](#)

## Complaints

The council will aim to provide a response to the complainant within 10 working days either via telephone, email, a letter or a face to face meeting.

If the complaint is going to take longer than this to complete, the complainant will be informed of an anticipated date for response.

For full details of the stages of the complaint process, please refer to the [Blackpool Council corporate customer feedback procedure \[PDF 1.17MB\]](#).

## Comments and compliments

We will pass comments and compliments on to the relevant service within 3 working days of receipt and we will consider feedback in an open minded and impartial way and we will use it to help improve our services.

## Report it

If you are reporting an issue or submitting a request a service for the first time, this should not be logged as a complaint. Please use one of the following links:

- [Fly-tipping](#)
- [Pot holes or footpath problems](#)
- [A fault with street lights and traffic lights](#)
- [Graffiti](#)
- [Dog fouling](#)
- [Noise nuisance](#)
- [Anti-social behaviour](#)
- [Problems with goods and services purchased](#)
- [Food hygiene complaints](#)
- [Hotel/holiday accommodation complaints](#)
- [Fraud](#)
- [A missed bin collection](#)

## Feedback about adult and children's social care services

Should you wish to provide feedback about social care please visit our [social care complaints and feedback](#) page for further information.

## Worried about the welfare of a child or vulnerable adult

If you are worried about the welfare of a child or vulnerable adult, please do not report it through the above methods. Please ring one of the following numbers:

Adult services: 01253 477592 for further information please visit the [safeguarding adults page](#)

Children's services: 01253 477299 for further information please visit the [worried about a child page](#)

If you think there is an immediate risk, please contact the **Police on 999**.

## Complaints – Members of the Council (Elected or Co-opted)

All members of the Council – whether elected or co-opted – must abide by the Council's [Code of Conduct](#) which governs their behaviour and actions when they carry out their duties as local authority members.

If you wish to make a complaint about a Council member breaching the Code of Conduct please send this in writing to the Council's Monitoring Officer. The Monitoring Officer will aim to provide an acknowledgement to the complainant within 5 working days. This response may indicate further timescales depending on the nature of the allegation.

Your complaint should set out:

- the name of the Council member
- date and detail of the incident
- your name and contact details

Please send the complaint about a Council Member to:

Monitoring Officer

Email: [monitoring.officer@blackpool.gov.uk](mailto:monitoring.officer@blackpool.gov.uk)

Post: Blackpool Council, PO Box 4, Blackpool, FY1 1NA

## You can give us your feedback in the following ways:

- By emailing [customer.first@blackpool.gov.uk](mailto:customer.first@blackpool.gov.uk)
- By writing directly to Blackpool Council, Customer Relations, PO Box 4, Blackpool, FY1 1NA
- By completing a feedback form available at council reception points
- By calling the Customer First Centre on 01253 477477
- In person at a council building or office
- Via your MP, local councillor, or other third party

### Related procedures

[Corporate Customer Feedback Procedure \[PDF 1203kb\]](#)

### Related reports

The 2018/2019 annual customer feedback report will be published soon

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