

Blackpool Council

Comments, Compliments & Complaints

TELL US WHAT YOU THINK

All types of customer feedback are invaluable and can help us to improve our services. So, please tell us if:

- You have an idea for how we could do things differently;
 - You are happy with a service or member of staff; or
 - You are dissatisfied with a service we have provided or the way you have been treated.
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WAYS TO CONTACT US

You can give us your feedback in the following ways:

- By completing a **feedback form** on our website <http://www.blackpool.gov.uk/Your-Council/Have-your-say/Have-your-say.aspx>;
 - By **emailing** customer.first@blackpool.gov.uk;
 - By **writing** to Blackpool Council, Municipal Buildings, Corporation St, Blackpool FY1 1NF;
 - By calling the **Customer First Centre** on **01253 477477**;
 - **In person** at a Council building or office; or
 - Via your local ward Councillor.
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HOW WE WILL 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 WILL 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. telephone, email, letter or visit;
 - 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 outcome.
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EXCEPTIONS

Separate statutory procedures apply to certain types of complaints and therefore they will be dealt with differently. This includes complaints relating to:

- Adult and children's social care;
- Parking and traffic offences;
- Refusal of a disabled badge for parking;
- Housing Benefit decisions;
- Local Council Tax Support scheme decisions;
- Refusal of planning permission;
- Cases where legal action has commenced;
- Schools, school admissions or exclusions;
- Conduct of councillors;
- Organisations providing a service on behalf of the Council e.g. Blackpool Coastal Housing; and Blackpool Transport.

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Upon receipt of your complaint, we will ensure that it is dealt with using the correct procedure.

YOUR RIGHT TO APPEAL

If you are unhappy with our initial response to your complaint you can ask for your complaint to be reviewed by a senior officer (details of how to do this will be included in the initial response to your complaint).

We will contact you within **5 working days** of receiving your appeal, explaining how we will review your complaint and how long this will take.

If after reviewing your complaint you are still unhappy with the outcome, you can send your complaint to the Chief Executive (details of how to do this will be included in the response to your appeal).

If you are still not satisfied, you can refer your complaint to the Local Government Ombudsman, who will provide an impartial review of how we have handled your complaint. The Ombudsman will only consider a complaint if we have been given the opportunity to investigate it first.

Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614

Text: text 'call back' to 07624 811 595

Online: www.lgo.org.uk/make-a-complaint

IF YOU NEED HELP

If you would like assistance in providing feedback, for example you have a question about the procedure or need help completing a feedback form,

please ask any member of staff and we will be happy to help.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us. We can also provide help for British Sign Language users and provide information in other languages. **Please ask for details or telephone 01253 477477.**

Polish

Aby się upewnić, że usługi dostarczane poprzez Rade Miejska są dostępne, na życzenie oferujemy informacje w różnorodnych formatach łącznie z grubym drukiem, Braille, na kasecie lub dysku komputerowym. Również dostarczamy pomocy w języku migowym i udzielamy informacji w językach innych niż angielski. Szczegóły pod numerem 01253477477

Lithuanian

Kad uztikrinti informacijos ir pagalbos prienamuma savivaldybeje informacija gali buti suteikiama pagal poreikus ivairiomis formomis tame tarpe ir spausdinta didelemis raidemis, ir brailio rastu, audio kasetese ar kompiuterio diske. Mes taip pat galime suteikti pagalba kalbantiems angli kalba ar kalbantiems kita ne angli kalba. Del papildomos informacijos, prasome kreiptis telefonu: 01253 477477

Cantonese

為了確保可以容取得市政府的服務，資料有多種版本可供索取，包括大字印刷、盲人用點字、錄音帶或電腦磁碟等。我們也可以為英國手語用者提供協助，還可提供英語以外的語言資訊。

請致電 01253 477477查詢詳情。

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Bengali

আপনি যদি এই কাগজপত্রগুলো বাংলায় বা অন্য কোনো ভাবে চান অথবা আপনার যদি একজন দোভাষী বা ইন্টারপ্রিটারের প্রয়োজন হয় তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

আমরা এছাড়াও ব্রিটিশ সাইন ল্যান্ডমার্ক ব্যবহারকারীদেরও সাহায্য করে থাকি এবং ইংরেজী ছাড়া অন্যান্য ভাষাতেও তথ্য দিয়ে থাকি। দয়া করে বিস্তারিত জানার জন্য 01253 477477 এই নম্বরে টেলিফোন করুন।

Urdu

اگر آپ کو یہ دستاویز کسی دوسری شکل میں چاہیے یا آپ کو مترجم کی سہولت درکار ہو تو ہم سے رابطہ کریں۔

ہم برطانوی اشاروں کی زبان کی سہولت بھی فراہم کر سکتے ہیں اور انگریزی کے علاوہ دوسری زبانوں میں بھی معلومات دے سکتے ہیں۔ معلومات کیلئے پوچھیں یا 01253477477 پر فون کریں۔

Kurdish

ئەگەر پێت خوێشە ئەم دوکۆمپنتە بە شێوازیکی دیکە دەستت بکەوی یاخود پێویستیت بە وەرگێڕ هەیه ئەوا

تکایە پەيوەندیمان بپوه بکە.

هەر وهه‌هاش ئێمه ده‌توانين يارمه‌تي پێشکەش به‌ به‌کارهێنه‌رانی زمانى هێمای به‌ريتانی بکەين و زانیاری

به‌ زمانه‌کانی دیکه‌ بده‌ين جگه‌ له‌ ئینگلیزی. تکایه‌ داواى درێژه بکە یان ته‌له‌فۆن بۆ ئەم ژماره‌یه‌ بکە

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