

Have your say

Comment

Compliment

Complaint

We want you to be satisfied with the services we provide.
We welcome your feedback as it helps us to know what
we are doing well and where improvements are needed.

Make a Comment, Compliment or Complaint by contacting us...

Online - www.derby.gov.uk/customerfeedback/

Phone - 01332 643498 or **Minicom** - 01332 640666,
Text Number - 07812 300571

In writing - Customer Feedback, Derby City Council,
The Council House, Corporation Street, Derby DE1 2FS

In person - The Council House, Corporation Street, Derby DE1 2FS



Derby City Council

 /derbycc

 @derbycc

How to give us Feedback ...



What happens if I want to complain?

If you are unhappy about the way you are treated or about services that you get from us, we need to know so that we can make things better.

You can discuss with a friend or family member. They may be able to sort things out for you. If you don't feel you can talk about it or you have tried and it hasn't helped, you can make a complaint to us. Page 1 shows how to contact us.

Is there anyone else I can talk to?

You can ask a friend or family member to help you make your complaint. You can also ask an independent person to speak on your behalf, sometimes known as an advocate. If you would like more information about the support available please contact **customer.feedback@derby.gov.uk** or **01332 643498**.

How will the Council respond to my complaint?

We aim to respond to most complaints by email or letter within 10 working days.

If your complaint is about children's or adult social care, this may take longer, but this should be within 20 working days. If we need longer than 20 working days to investigate, this will be confirmed in writing.

What if I'm not satisfied?

If you're not happy with our response, you have the right to appeal and ask us to take another look. A senior manager will review your complaint and send a letter or email confirming the outcome within 20 days.

If your complaint relates to children's social care, we aim to review and respond to your appeal within 25-65 working days. If you are still not happy with the outcome of the appeal stage, you can ask for a Children's Complaints Review Panel Meeting. The Panel is made up of three independent people who will review your complaint and how the Council has dealt with it. You will be asked to attend this meeting.

If your complaint relates to adult social care we aim to review and respond to your appeal in 45 working days.

If you are still not satisfied, you can complain to the Local Government Ombudsman, which is an impartial, free service that investigates complaints about councils. You can contact the Ombudsman at **www.lgo.org.uk/making-a-complaint** or telephone **0300 061 0614** or text 'call back' **0762 480 3014**.

For more information, see our Customer Feedback Policy at **www.derby.gov.uk/customerfeedback/**

How is your information used?

In order to investigate and administer your complaint it is necessary for us to collect and hold personal information about you. Your information will only be passed to officers within the relevant departments who are responsible for handling, investigating and responding to complaints.

Who will your information be shared with?

The information you provide may be shared with other professionals who may be involved with you for the same or similar purposes.

For further information about how your personal information will be used, please visit www.derby.gov.uk where you can see a full copy of our Privacy Notice. Alternatively you can request a hard copy from the Contact Support Team, Business Support, Derby City Council, Council House, Derby DE1 2FS. Email: contact.support@derby.gcsx.gov.uk or telephone **01332 640825**.

Comments, compliments and complaints form

Your name _____

Your address _____

If you are writing on behalf of someone else, please tell us who and your relationship to them _____

Telephone number _____

Email _____

What is your **comment** **compliment** **complaint** ?

(Please continue on a separate sheet, if necessary)

You can hand this form in at any Derby City Council reception desk or send it to:

Customer Feedback, Derby City Council, Council House,
Corporation Street, Derby DE1 2FS

**We can give you this information in any other way,
style or language that will help you access it. Please
contact us on 01332 643498, Minicom 01332 640666.**

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 643498

Tel. tekstowy: 01332 640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ,
ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ
01332 643498 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

01332 643498 یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم
01332 640666 پر ہم سے رابطہ کریں۔