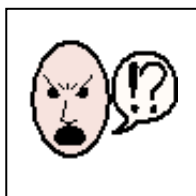
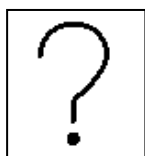




## Ideas, complaints or a thank you



Derby City Council wants to know what you think about the services that you receive from us. If a service or support has been good, bad, or you have an idea to make things better, then we would really like to hear from you.



### How to give us an idea or say thank you.

You can tell us what you think or compliment, say thank you, by filling in the form with this letter. You can also contact us by telephone, write to us, use the minicom or email. All ideas and thank yous will be given to the correct people and we will also look at how we can learn from them and make things even better.



### How to complain, or say you're not happy

Sometimes things go wrong and we make a mistake. It is really important that you tell us when this happens so we can try and make sure it doesn't happen again. You can use the form to say that you are not happy. You can also contact us by telephone, write to us, use the minicom or email.



### What will happen if I say I'm not happy?

If you tell us that you're not happy then we will

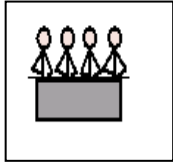
- Listen to what you have told us
- Agree who will work with you and talk about the complaint
- Agree how and when a person will reply
- Agree a solution



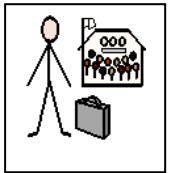


## Investigation and response

If you have told us that you are not happy then we will contact you within 10 days of you telling us this. If your complaint is more complicated then we will talk with you to say how long it will take to sort the problem out.



If you are not happy with how we have tried to sort the problem you can tell the Local Government Ombudsman. The Local Government Ombudsman will talk with us and ask us why we haven't sorted the problem.



However, we will try to sort the problem that you are not happy with and this could mean that a very important person at Derby City Council will come and talk with you.

Derby City Council's complaints procedure, how we look at things, means that you can contact your local Councillor, Member of Parliament, or solicitor. However, we do hope that we can work together to look at what has made you unhappy and make things better.

If your complaint is about a person's safety then you can phone the **Safeguarding Adult's team on 01332 640777** .

## Local Government Ombudsman

At any time following the first response to your complaint you can contact the Local Government Ombudsman at:

The Local Government Ombudsman  
P O Box 4771  
Coventry  
CV4 0EH  
Tel: 0300 0610614  
Fax: 024 76820 001  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

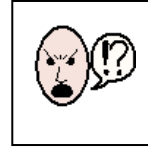
## For further information:

- go to the Council House, Corporation Street, Derby DE1 2FS
- telephone us on 01332 640777
- send a fax to us on 01332 643299
- use the Minicom number 01332 640666
- visit our website at [www.derby.gov.uk/HealthandSocialCare](http://www.derby.gov.uk/HealthandSocialCare)

Email address for suggestions and compliments [customerservices@derby.gov.uk](mailto:customerservices@derby.gov.uk)

Email address for complaints [complaints@derby.gov.uk](mailto:complaints@derby.gov.uk)

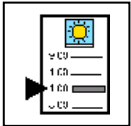
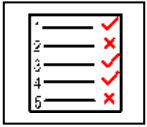
# Ideas, complaints or a thank you



What is your idea, complaint or thank you?



If you have a complaint, what can we do to put this right?



Please tell us when this happened?

If you have already told someone at the Council about this, who did you speak to?



Your name:

Your address:

Postcode:

Telephone number:

Email address:


Please return this form to:

**Corporate Complaints Officer**

Derby City Council

Freepost

MID24259

Derby

DE1 2BR



We will treat all information provided in confidence, in accordance with the Data Protection Act 1998 and only use it for dealing with your suggestion, compliment or complaint.