

Complaints, Compliments and Comments

تقدیرات و اقتراحات و شکاوی

মন্তব্য, অভিযোগ এবং অভিনন্দন

抱怨, 表扬和评论

शिकायतें, प्रशान्सा और सुझाव

ਸ਼ਿਕਾਇਤਾਂ, ਸਲਾਘਾ ਅਤੇ ਸੁਜਾਵਿ

شکوه شکایت. نکتہ چینی اور تعریف و صلحہ

Skargi, pochwały i komentarze



Complaints, compliments and comments

Our aim is to put you, the customer, first and provide you with the best possible service.

To make this aim a reality it is important that you have the opportunity to tell us what you think about the services we provide.

Making a complaint, compliment or comment is one way you can do this. You can tell us when we get things wrong so we can put them right. You can also tell us when we get things right, make comments about the things we do and suggest new ways of doing things.

Darlington Borough Council defines a complaint as:

“When someone tells us they are not happy about a service or something we have or have not done that has had an impact upon them”

The Corporate Complaints Unit handles all complaints for the Council, including complaints about **Adult and Children’s Social Care Services**. How we will deal with your complaint will depend on which service it is about. The Corporate Complaints Unit will provide you with further information on receiving your complaint.

Help making a complaint

If you need some help to make your complaint you can ask a family member or friend to act on your behalf. Alternatively, we can arrange an advocate for you free of charge.

We can also arrange a British Sign Language or a foreign language interpreter to help you make your complaint. For more information contact the Corporate Complaints Unit.

You can make a complaint by:

Completing the attached form and sending it to:
Freepost, Darlington Borough Council, Feedback

Completing an on-line form at
www.darlington.gov.uk/complaints

E-mailing: complaints@darlington.gov.uk

Telephoning: 01325 388043

Visiting: The Town Hall, Darlington, DL1 5QT

Please fill in your details in **BLOCK CAPITALS** below.

Your details

Title: Mr Mrs Miss Ms Other.....

First Name:

Surname:

Address:

.....

.....

Postcode:

E-mail:

Phone Number:

Are you contacting us on behalf of someone else?

Yes No

If you answered yes, please provide their details below:

Title: Mr Mrs Miss Ms Other.....

First Name:

Surname:

Address:

.....

.....

Postcode:

E-mail:

Phone Number:

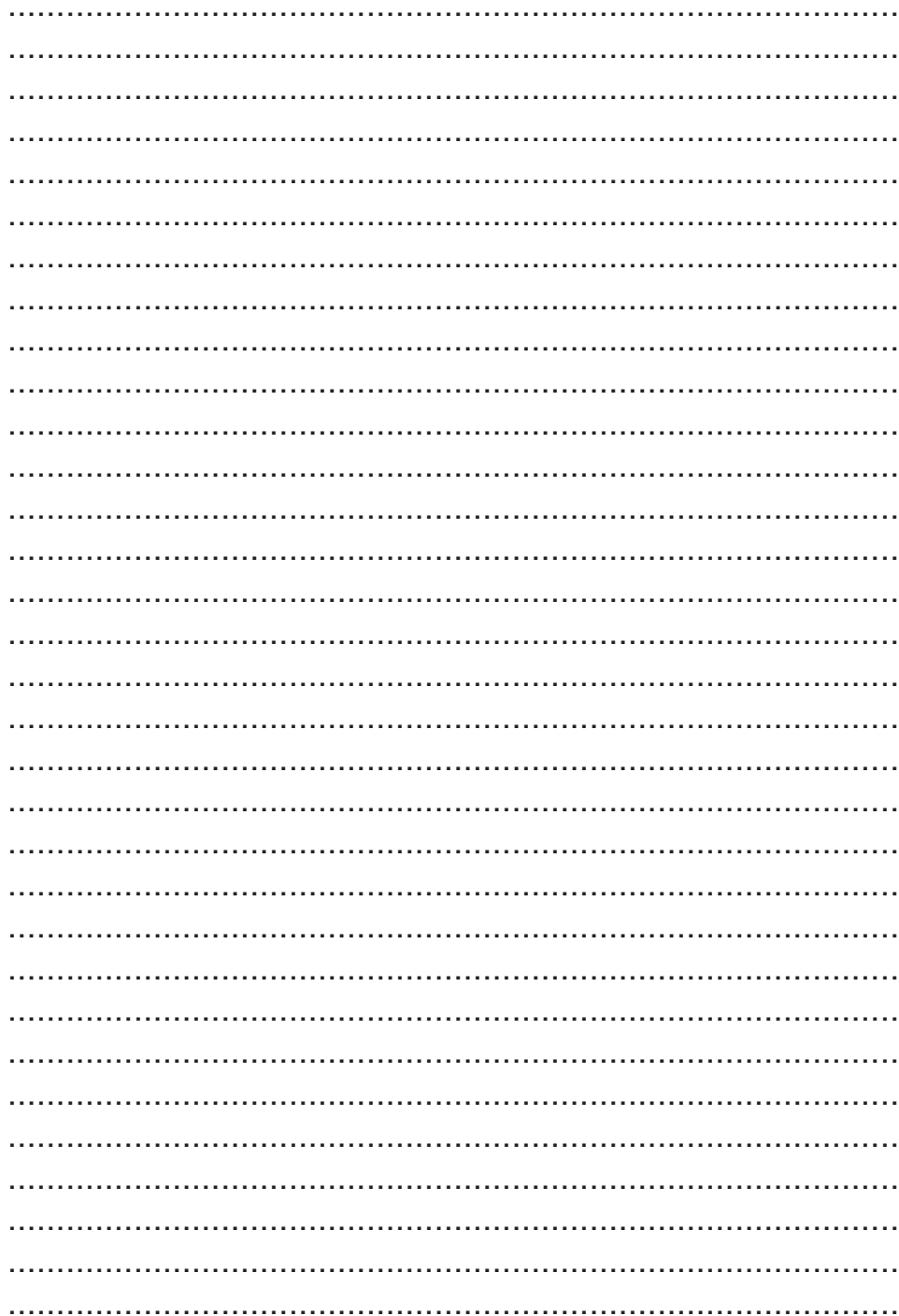
Please ask the person who you are acting on behalf of to sign to confirm they give their permission for us to share information with you:

Signed: Date:

(complainant)

Signed: Date:

(representative)



If you are making a complaint, what would you like us to do to put things right?

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If you are making a complaint, have you already contacted the Council about your complaint? Yes No

If yes, who did you contact?
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If you are making a complaint, do you feel you have been discriminated against? Yes No

If so, on what grounds?

Signed: Date:

Please send this form back to us at:
Freepost, Darlington Borough Council, Feedback

Additional Information

If you require this leaflet in any of the following formats please contact the Council on (01325) 388043



BRAILLE
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Arabic

إذا رغبتكم الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية نرجو
الاتصال بنا على رقم الهاتف التالي 01325 388043 مع ذكر رقم الإشارة.

Bengali

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে
নম্বরে যোগাযোগ করুন এবং সূত্র নম্বর উল্লেখ করুন। 01325 388043

Cantonese

如果你需要其它語言的版本，請與以下電話聯係並報出參考號碼：01325 388043

Hindi

यदि आप यह प्रकाशन अंग्रेजी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर)
बताकर निम्नलिखित 01325 388043 पर संपर्क करें।

Punjabi

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ
ਸਾਨੂੰ ਨੰਬਰ 01325 388043 ' ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

Urdu

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں درکار ہو تو برائے مہربانی ٹیلیفون نمبر 01325 388043 پر فون کر کے حوالہ
نمبر بتائیں۔

Polish

Jeśli chciał(a)by Pan(i) otrzymać polską wersję językową tego dokumentu, proszę zadzwonić
pod numer 01325 388043 i podać numer identyfikacyjny dokumentu.