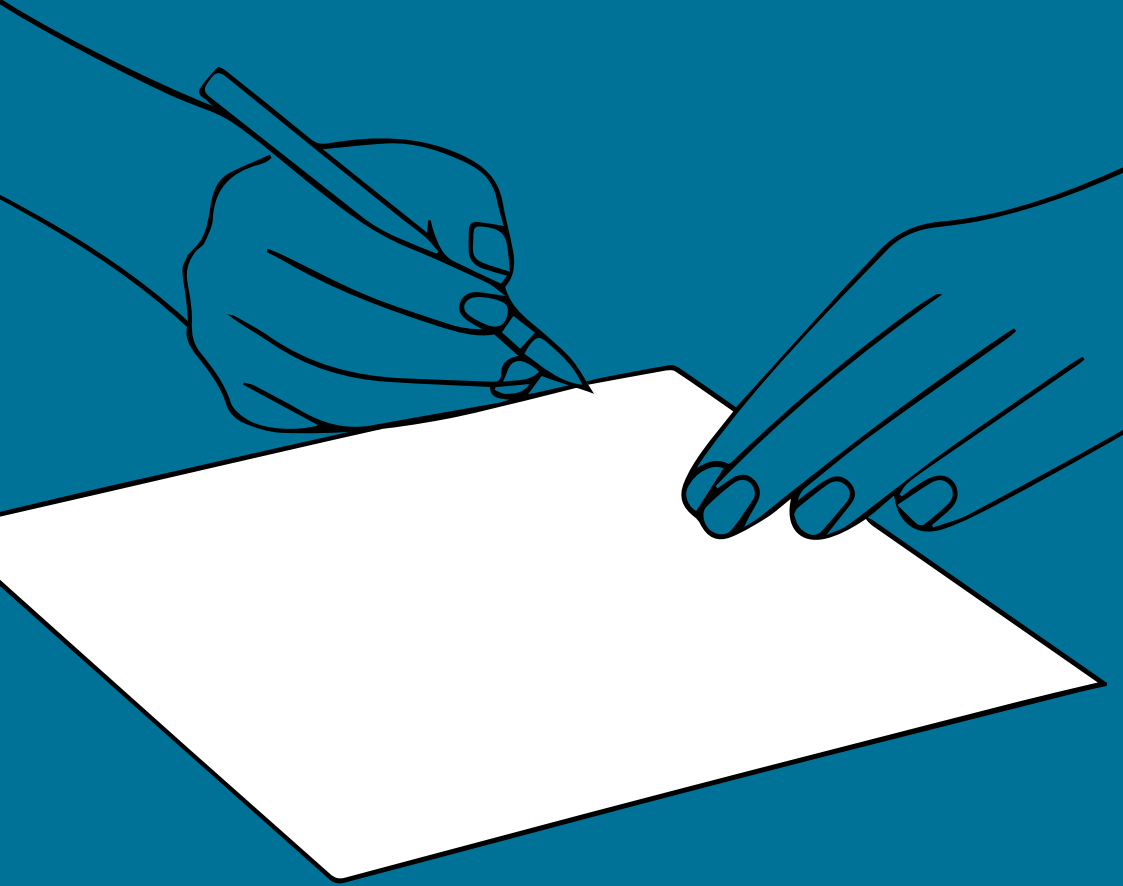




DARLINGTON
Borough Council



Complaints, Compliments and Comments

تقدیرات و اقتراحات و شکاوی
মন্তব্য, অভিযোগ এবং অভিনন্দন
ভায়ে, 表揚和评论
शिकायते, प्रशान्सा और सुझाव
ਸ਼ਿਕਾਇਤਾਂ, ਸਲਾਘਾ ਅਤੇ ਸੁਜਾਵਿ
شکوه شكاوت. نكده چيني اور تعريف و صلح
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.

If you need to make a complaint we will take your concerns seriously, treat you fairly and with respect and you can be confident that you will not receive a poorer service as a result.

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 Complaints and Information Governance Team handles all complaints for the Council, including complaints about **Adult and Children’s Social Care and Public Health**. How we will deal with your complaint will depend on which service it is about. We 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.

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

You can make a complaint by:

Completing the attached form and sending it to:

**Complaints & Information Governance Team,
Town Hall, Darlington, DL1 5QT**

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

E-mailing: complaints@darlington.gov.uk

Telephoning: 01325 406777

On-line or in person meeting by appointment.

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)

Are you contacting us about:

Adult Social Care

Children's Social Care

Housing

Public Health

Any other Council Service

Do you want to make a:

Complaint

Compliment

Comment

Please give as much detail as you can about your complaint, compliment or comment in the space below.

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

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

If yes, who did you contact?

.....

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:

**Complaints & Information Governance Team,
Town Hall, Darlington, DL1 5QT.**

Additional Information

If you require this leaflet in any of the following formats please contact the Council on 01325 406777



BRAILLE
.....



Arabic

إذا رغبتكم الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية نرجو الاتصال بنا على رقم الهاتف التالي 01325 406777 مع ذكر رقم الإشارة.

Bengali

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন। 01325 406777

Cantonese

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন। 01325 406777

Hindi

यदि आप यह प्रकाशन अंग्रेज़ी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर) बताकर निम्नलिखित 01325 406777 पर संपर्क करें।

Punjabi

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 01325 406777 ' ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

Urdu

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں درکار ہو تو براہ مہربانی ٹیلیفون نمبر 01325 406777 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 406777 podać numer identyfikacyjny dokumentu.