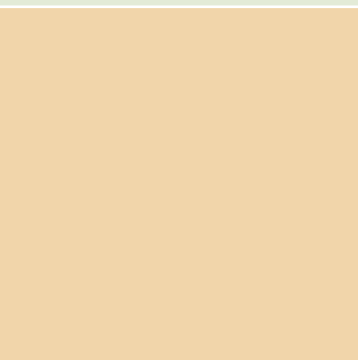
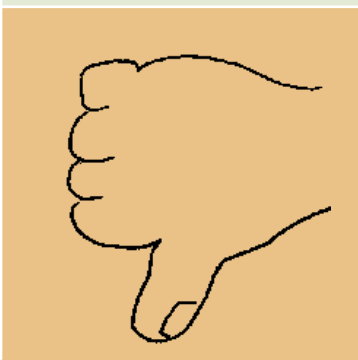




An easy guide to making a comment, compliment or complaint about Adult Social Services or Children's Services (Social Care)





Blackburn with Darwen Adult Social Services and Children's Services (Social Care) wants to make sure you're happy and we're giving you the best service we can.



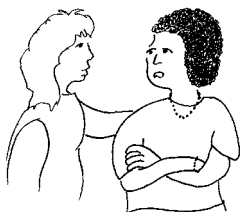
What is a complaint?

If you tell someone that you're unhappy and want something changed, this is a complaint.



Is it OK to complain?

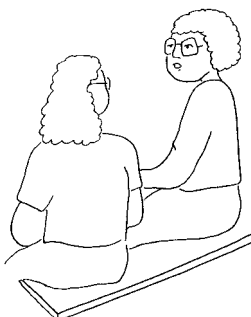
Yes, you have a right to complain.



People will listen to your complaint and take it seriously. You won't get into trouble for telling us what you think.

Why should I complain? Is there any point?

If you make a complaint and tell us what is wrong, we will look into your problem and try to make things better for you.

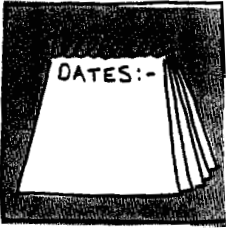


We need you to tell us if you're unhappy with any of the services you receive.

And don't worry; you will not be treated any differently because you've made a complaint.

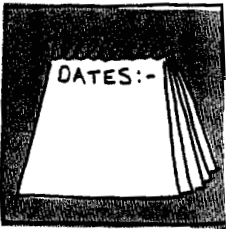


What happens after I've complained?



5

We'll get back to you within 5 working days to let you know that we've got your complaint.



10

And within 10 working days we'll contact you again with a response.



Lynda
Henderson

Who should I speak to if I have any questions about making a complaint?

If you have any questions about anything in this leaflet please ask your keyworker or a manager or call the Customer Care Manager, Lynda Henderson, on (01254) 587800.

Remember, if you are not happy tell someone you trust.

Making a comment or a compliment



As well as a complaint, you can also make a comment or a compliment.



A compliment is when you tell us that you are happy with our services. If you think someone is doing a good job then tell us.



If you have a comment or idea about our services then tell us - we might be able to use your comment or idea to make the service better.



Either way, if you have something to say, good or bad, it is really important that you let us know.

How to tell us about a complaint, comment or compliment

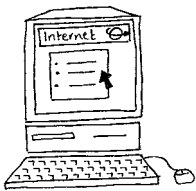
Choose which way is best for you:



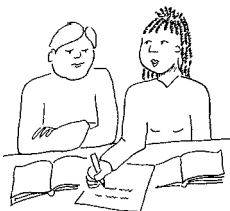
- You can telephone us on (01254) 587800 and tell us over the phone.



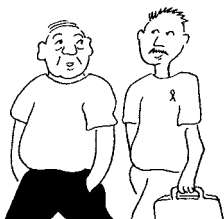
- You can write to us. Our address is: Customer Care Manager, Blackburn with Darwen Borough Council, Adult Social Services, PO Box 478, Blackburn, BB2 9BR



- You can email us at: customercare@blackburn.gov.uk



- You can ask a friend to contact us on your behalf.



- You can ask an advocate to listen to your complaint and then help you to complain. To find an advocate call East Lancashire Advocacy on (01254) 301030.



- You can fill in the form on the next page and post it to us. It has a freepost address on the back so you don't need a stamp.

Blackburn with Darwen Adult Social Services and Children's Services (Social Care) Comment, Compliment or Complaint Form

I would like to make a (please tick):

 Complaint
- I am not happy

 Comment
- I have an idea

 Compliment
- I am happy



My name is:



My address:



My telephone number is:



I want to tell you about:



What I want to happen:



Signed:



Tear off this page, lick the gummed section, fold in half and post.
You don't need to use a stamp.

Business Reply Plus
Licence Number
RRGT-BHHH-BHJB



Lynda Henderson
Customer Care and Communications Manager
Blackburn with Darwen Borough Council
PO Box 478
Blackburn
BB2 9BR

— — — fold here — — —

The images used in this leaflet were taken from the
'Change Image Bank' - www.changepeople.co.uk

اگر آپ یہ معلومات کسی دوسری زبان یا طریقے سے سمجھنا چاہتے ہیں تو براہ مہربانی لنڈا ہینڈرسن کو 587800 (01254) پر فون کر کے
انتظامات کروالیں۔

আপনি যদি এই তথ্যটি অন্য ভাষায় বা আকারে বিস্তারিত জানতে চান,
তবে দয়া করে যোগাযোগ করুন: লিন্ডা হ্যান্ডেরসন কে: ০১২৫৪-৫৮৭৮০০

আ মাহিতী গীঞ্জি কৌঠি আখা কে স্বরূপমাং তমনে সমঞ্জাবমাং আবে অেবুং জে তমে ঈশ্চতা হৌয় তো, মহেরআনী করী
লিন্ডা হেন্ডেরসননৌ (01254) 587800 নংবর পর অে মাটেনী ব্যবস্থা করবা সংপর্ক করৌ.

If you would like this information explained in another language or format, please
contact Lynda Henderson on (01254) 587800 to make arrangements.