

Comment

Compliment

Complaint

# Have your say

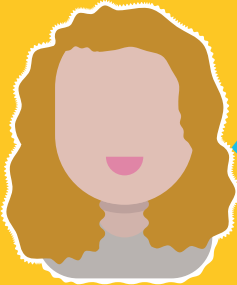


Derby City Council



If you are happy with what we do let us know. We want to make sure we continue to do these things.

If you are unhappy with what we do, tell us so we can make things better.



Try and talk about it to the person who cares for you or someone you trust.

If you don't feel that you can talk about it, or you have tried and it hasn't helped, you can make a complaint



### **How can I complain?**

If you are unhappy about anything that adults have either done or said to you, you can talk to someone about this like your parent / carer or Teacher. You can write to the Complaints Officer, call **01332 643498** or email **customer.feedback@derby.gov.uk**



**Don't keep it to yourself...  
tell someone**

# How to give us Feedback...



## Comment

We welcome your feedback

Please tell us what you think

We will review what you've said and use it to improve our services to you.

Thank you!

## Compliment

Thank you, it is always nice to hear good news

We will make sure we pass on your compliment to those involved and use it to share good practice

## Complaint

Have you told the service about this before?

NO

Please tell us about your issue so we can put it right and learn from it

YES

Please make a complaint

We will look into your complaint, respond to you and try to put things right

Resolved?

YES

NO

Please make an appeal

We will review your appeal and respond to you

Resolved?

YES

NO

If you are still unhappy you can contact the Local Government Ombudsman at [www.lgo.org.uk/contactus](http://www.lgo.org.uk/contactus)

# Comments, compliments and complaints form

Your name \_\_\_\_\_

Your address \_\_\_\_\_

Telephone  
number \_\_\_\_\_

Email \_\_\_\_\_

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

(Please continue on a separate sheet, if necessary)

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How do you rate us?



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

**Online** [derby.gov.uk/complaints](http://derby.gov.uk/complaints)

**Phone** 01332 643498

**Text number for  
deaf customers** 07774 333412

**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

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