



The Local Government Ombudsman

The Local Government Ombudsmen investigate complaints of injustice arising from maladministration by local authorities and certain other bodies.

A complainant must give the council the opportunity to deal with a complaint against it first. It is best to use the council's own complaints procedure. If the complainant is not satisfied with the action the council takes, he or she can make a written complaint to the Local Government Ombudsman or ask a councillor to do so on their behalf. Leaflets are available in all One Stop Shops or telephone 024 7682 0000

Any Questions

If you want more information, help or further copies of this leaflet call into Redditch Town Hall or One Stop Shops at Winyates, Batchley and Woodrow Centres or telephone (01527) 534166. A copy of this leaflet is available in large print or on cassette

If you need help communicating in English, please contact
Ethnic Access Link: Tel. 01905 25121

Urdu

اگر آپ کو انگریزی میں بات چیت کرنے میں مدد درکار ہے تو 'اسٹھنک ایکسیس لنک' کو

اس نمبر پر فون کیجئے 01905 25121

Punjabi

ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਵਿੱਚ ਗੱਲ ਕਰਨ ਲਈ ਮੱਦਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਐਥਨਿਕ ਐਕਸੈੱਸ ਲਿੰਕ ਨੂੰ
01905 25121 ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।

Bengali

ইংরেজীতে যোগাযোগ করতে সহায়তার প্রয়োজন হলে দয়া করে 'এথনিক এ্যাকসেস লিঙ্ক' এর সঙ্গে
01905 25121 নম্বরে ফোনে যোগাযোগ করুন।

We also use Language Line ask any member of staff.

Comments
Compliments
Complaints

making
a
difference

Why we
want to
hear
from
you

How to
contact
us

Redditch Borough Council believes in listening to your views and responding through the provision of quality services which meet your need.

As part of our continuing effort to improve the services we provide, we need to know when you are dissatisfied with the service you have received. We would like to know when we 'get it right' so that the standard can be maintained.

Telephone us on 01527 64252

Call in at any Council offices and speak to any member of staff.

Use the form in the middle of this leaflet..

E.mail us at comments@redditchbc.gov.uk

How
it
works

How the complaints procedure works

Stage 1

Contact the service concerned and make them aware of the problem, they will make every effort to assist you in resolving it.

Stage 2

If you are still dissatisfied, ask for your complaint to be dealt with as a formal complaint by the service manager who will reinvestigate the issues you have raised.

Stage 3

If you are still dissatisfied the Borough Director will consider your complaint.

Stage 4

If you having completed the above you are still unhappy you can ask for your complaint to be looked at again by a panel of Councillors.

Please write the name of the Department about which you are making your complaint.

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FOLD A

BUSINESS REPLY SERVICE
Licence No BM 2699

2



Redditch Borough Council
Town Hall
Alcester Street
Redditch
B98 8BR

FOLD B (tuck into A)

We want to improve the way your complaints are dealt with.
Can we contact you for your views
on how we dealt with your complaint?

yes no

All about you...

Name

Address

..... Postcode

Tel. No.

signature date.....

Monitoring Form

You do not have to complete this section below however it would be useful for us if you did.

I would describe my ethnic group as:

1 White

- British
- Irish
- Any other white background

(please write in)

2 Mixed

- White & Black Caribbean
- White & African
- White & Asian
- Any other mixed background

(please write in)

3 Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

(please write in)

4 Black or Black British

- Caribbean
- African
- Any other black background

(please write in).....

5 Chinese or other ethnic group

- Chinese
- Other ethnic group

(please write in).....

I would consider myself to have a disability?

yes no

I am:

male female

My age group is:

- 16-24 45-54
- 25-44 55+
- 35-44

