



Leeds  
CITY COUNCIL

# Let us know



This leaflet explains how you can have your say if you are:

- Happy
- Unhappy
- Or just want to tell us something about Leeds City Council

## Here to help you

Leeds City Council is committed to giving you the best possible service at all times, but sometimes we make mistakes. If this happens, we want you to contact us and let us know.



## Let us know your views

If you have a complaint, compliment or a comment about the council, you can talk to the member of staff concerned or their manager, or

- You can phone us: **0845 129 0113**



- You can text us your views:  
**Start the text with 'CC' then type your message including contact details to 0778 620 0414**



- If you are a minicom user you can ring us:

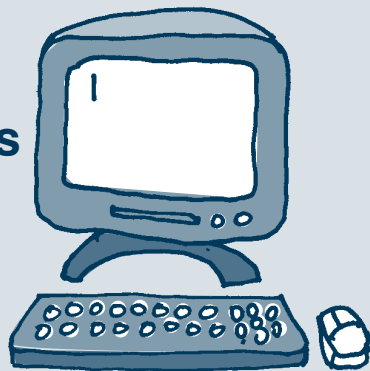
**0845 127 1113**

- You can log on to the internet and fill in an on line form:

**[www.leeds.gov.uk/complaints](http://www.leeds.gov.uk/complaints)**

- You can email us:

**XXXXXXXXXX@XXXXX.XXX.UK**



- You can write to us:



You can either send a letter or fill in the free post form at the back of this leaflet.

Hand in your letter or completed form at any Leeds City Council Office, or send it to:

**Freepost RLZR-ELTX-RUEH**  
**Leeds City Council**  
**PO BOX 657**  
**LS1 9BS**

- Or you can visit one of our council offices where we will always do our best to sort your problem out at once.

## What happens next?

If we can't sort out your problem immediately, we will contact you within 3 working days, explaining what is happening and who is dealing with your complaint.



We will provide a detailed response within 15 working days, letting you know the outcome. If it is going to take us longer to sort out, we will let you know.

## What if you are still not satisfied?

If you are still not happy with our response after we have fully investigated your complaint, you can write to the Local Government Ombudsman and ask them to look at your complaint independently.



Write to:

**Local Government Ombudsman**  
**Beverly House**  
**17 Shipton Road**  
**York**  
**YO30 5FZ**

Or telephone: **01904 380 200**



# What is it that you want to say about using Leeds City Council Services?

Name Mr/Mrs/Miss/Ms/Other:

Address:

Post Code:

Contact phone number:

What is it that you want to say about using Leeds City Council services?

What do you think we can do to make things better?

*(please continue on a separate sheet if necessary)*

Is your complaint about a case of discrimination?

Yes  No  (please tick box)

Is your complaint about an incident of harassment?

Yes  No  (please tick box)

If you have answered **yes** to either of the above questions, please tick the appropriate box(es) below:

Racial  Sexual  Homophobic

Disability related  Other  (please specify)

**We need to make sure that we provide a fair service to everyone, please put a tick in the boxes that apply to you.**

**Gender:** Male  Female

**Are you a disabled person?** Yes  No

**Ethnic Origin:**

**White** British  Irish  Other.....

**Black/Black British** Caribbean  African  Other.....

**Chinese or other ethnic** Chinese  Other.....

**Asian/Asian British** Indian  Pakistani  Bangladeshi   
Kashmiri  Other.....

**Mixed** White & Black Caribbean  White & Black African   
White & Asian  Other.....

**CONSENT STATEMENT**

I agree to let Leeds City Council collect together information that will be useful in helping to find out more about what I have had to say.

Please sign your name here: .....

Please put today's date here: .....

**So that we can deal with what you want to tell us  
as quickly as possible please fill in the following section:**

Which department, service or place do you want to tell us about  
(if you know)

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What date and time did the visit or incident happen?

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Have you contacted us about this before? Yes  No

If Yes, who did you contact?

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Thank You.

**OFFICE USE ONLY**

Reference no:

Date received:

Category:

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Freepost RLZR-ELTX-RUEH  
Leeds City Council  
PO Box 657  
LEEDS  
LS1 9BS

# Copies of this leaflet are available in the following ways:

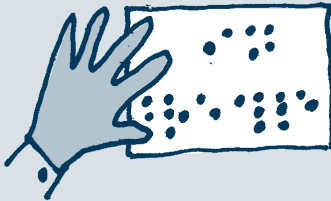
- On tape



- By e-mail



- In Braille



- On disc



- As text only



- Or in large print

Large print



Please contact us and ask for the format you would like:

Tel: **0845 129 0113**

Minicom: **0845 127 1113**

E-mail: **xxxxxxxxxxx@xxxxx.xxx.uk**

