

# Speak up... we're listening

Tell us what you think about our services



## Complaints, Compliments, Suggestions



**BASSETLAW**  
DISTRICT COUNCIL  
NORTH NOTTINGHAMSHIRE

## Putting the customer first...

Bassetlaw District Council work very hard to give you the services you need. The best way of doing this is by listening to you when we get things right - or wrong.

## We want you to tell us if...

You think we've done something well  
You think we've done something wrong  
You have any comments about our services

## How to go about it...

We have made it easy for you to have your say. You can:-



01909 533473



[xxx@xxx](mailto:xxx@xxx)



Use our website: [www.bassetlaw.gov.uk](http://www.bassetlaw.gov.uk)



Post to: Complaints and Consultation Officer

Bassetlaw District Council

Queen's Buildings

Worksop

Notts S80 2AH

Or complete the form opposite and hand in  
at any of our reception areas

For your convenience, we have a 24 hour answer phone  
service available 01909 533473.



If you are an A1 Housing tenant and wish to make a complaint, compliment or suggestion about your property please contact the A1 Housing Customer Services Team.



01909 534520



[xxx@xxx](mailto:xxx@xxx)



A1 Housing Bassetlaw Ltd

Carlton Forest House

Hundred Acre Lane

Worksop

Notts S81 OTS



# What happens if I'm not happy with the response to my complaint at stage 1?

We will arrange for the matter to be investigated under the next stage, (stage 2) of the complaints procedure by the Chief Executive of the Council.

## The Local Government Ombudsman

If after receiving a response from the Chief Executive (stage 2), you are still not satisfied, you may send your complaint to the Local Government Ombudsman. Further information on how to do this will be provided in your stage 2 response.

## Equal Opportunities

We are committed to giving an equal service to all. This means we will not treat you any differently because of your sex, colour, race, nationality, ethnic group, regional or national origin, age, marital status, disability, political or religious belief, sexuality or class.

This leaflet can be provided in large print, Braille and on tape. For those whose first language is not English, assistance can be obtained from the Council's translation and interpretation services (Tel: 0845-3109900).

At all our offices we welcome calls from textphone users using typetalk.

### Polish

Chcemy Cie poinformowac ze, jesli masz jakies pytania na temat naszych uslog. Jesli nie robimy czegos poprawnie dla ciebie lub robimy cos doskonale to prosze nas poinformowac . Tel: 0845-310 9900

### Urdu

ہماری جانب سے فراہم کی جانے والی سروسز کے بارے میں اگر آپ کے پاس کوئی رائے ہو تو ہماری خواہش ہے کہ آپ ہمیں بتائیں۔ اگر ہم آپ کیلئے کوئی کام ٹھیک طرح سے نہ کر سکیں یا آپ کے خیال میں ہم نے کوئی کام اچھی طرح سے کیا ہے تو براہ مہربانی ہمیں اطلاع دیجئے۔ ٹیلیفون نمبر : 0845 - 310 9900

### Punjabi

ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਜੇਕਰ ਸੱਭੇ ਵੱਲੋਂ ਦਿੱਤੀਆਂ ਸਰਵਿਸਾਂ ਬਾਰੇ ਤੁਸੀਂ ਕੁੱਝ ਕਹਿਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਨੂੰ ਜ਼ਰੂਰ ਦੱਸੋ। ਜੇਕਰ ਅਸੀਂ ਕੰਮ ਠੀਕ ਨਹੀਂ ਕਰ ਰਹੇ ਯਾ ਫੇਰ ਅਸੀਂ ਕੰਮ ਚੰਗਾ ਕੀਤਾ ਹੈ ਤਾਂ ਅਸਾਨੂੰ ਟੈਲੀਫੋਨ ਨੰਬਰ 0845 310 9900 ਤੇ ਸੰਪਰਕ ਕਰਕੇ ਦੱਸੋ।

### Mandarin

我们想你告诉我们，如果你对我们的服务是有任何的评论。如果我们没有为你把事情做好或者如果你认为我们把某些事情做得很好，请告诉我们。电话：0845 – 310 9900

