

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



Use our website: 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



A1 Housing Bassetlaw Ltd
Carlton Forest House
Hundred Acre Lane
Worksop
Notts S81 OTS

What would you like to tell us...

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Your nameDate.....

Your address

.....Postcode.....

Your phone number

Have you contacted us before about this?.....

If yes, please tell us who you told and when.....

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Our Promise to you...

- We will acknowledge receipt of your comment within 5 working days
- We will answer all complaints/suggestions within 15 working days
- We will use plain language
- We will give you a contact name and telephone number

We will...

- Listen to you
- Put things right if they go wrong
- Take action as soon as possible at any stage
- Keep you informed
- Improve our services to meet with your needs

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 ہو تو براہ مہربانی ہمیں اطلاع دیجئے۔ ٹیلیفون نمبر : 0845 - 310 9900

Punjabi

ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਜੇਕਰ ਸਾਡੇ ਵੱਲੋਂ ਦਿੱਤੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਤੁਸੀਂ ਕੁਝ 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

我们想告诉你，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

Bassetlaw-Serving North Nottinghamshire

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