

If you make a complaint we will try and resolve it as quickly as possible, usually at the first point of contact. If you want a more formal reply, or you are unhappy with our first response, we will:

- Acknowledge your complaint within two working days
- Investigate your complaint
- Provide a written response within ten working days in relation to a stage one (informal) complaint. Where we are unable to do so we will write and tell you why, and advise you of when we hope to resolve your complaint.
- Complaints about Social Care are governed by legal timescales. To investigate a stage one complaint the timescale is within ten working days with the option to extend to 20 days in consultation with the complainant
- Provide a written response within 20 working days in relation to a stage two (formal) complaint. Where we are unable to do so we will write and tell you why, and advise you of when we hope to resolve it
- Complaints about Social Care are governed by legal timescales. To investigate a stage two complaint the timescale is 25 - 65 days
- Further information on our complaints process is available from the Town Hall or on our website www.darlington.gov.uk/connectingwithcommunities

Help us to help you

To help us deliver our Customer Care Charter it is important that customers treat our staff with courtesy, politeness and respect. We will not tolerate abusive behaviour and we will support our staff who experience discrimination, abuse or threats.

How to contact us

Town Hall, Feetams, Darlington, County Durham, DL1 5QT. Telephone (01325) 380651
E-mail: enquiries@darlington.gov.uk
Website address: www.darlington.gov.uk

Town Hall Reception, Customer Service Centre and Central House, Gladstone Street opening times:

Monday-Thursday 8.30am - 5pm
Friday 8.30am - 4.30pm

Monitoring our Customer Charter

To make sure we are delivering to our standards, we will monitor our Customer Charter every three months and post the results on our website www.darlington.gov.uk/connectingwithcommunities. To help us with this you may be asked to complete a Customer Charter satisfaction survey. If you feel this Customer Charter is not being delivered then please contact Sharon Brown, Head of Connecting with Communities, on (01325) 388684. This Charter is part of the Council's employee training programme.

Arabic

إلى رغبتم الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية
الاصلي بنا على رقم الهاتف 01325 380651 مع نكر رقم الترجمة.

Bengali

যদি আপনি ইচ্ছা করেন যে এই নথি অন্য ভাষায় পাঠানো যায়, তবে
সংযোগ করা নম্বর ০১৩২৫ ৩৮০৬৫১

Cantonese

如果您需要其他語言的版本，請與以下電話聯絡並提出參考號碼：01325 380651

Hindi

यदि आप यह प्रचारित पत्रिका को अपनी भाषा में चाहते हैं तो कृपया दया से नमस्ते (संख्या 380651)
संख्या 01325 380651 करें।

Punjabi

ਜੇ ਇਹ ਪਤਰ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ
ਸਾਨੂੰ ਸੰਬੰਧ 01325 380651 'ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਸੰਬੰਧ (ਹਵਾਲਾ) ਸੰਬੰਧ ਦੱਸੋ।

Urdu

اگر آپ اس پروگرام کی کاپی کو اپنی زبان میں چاہتے ہیں تو براہ کرم
01325 380651 پر فون کریں اور اپنا تعلق (حوالہ) بتائیں۔

Polish

Jedli chciakolwy Pami) otrzymac polska wersje tejzkiowej tego dokumentu, prosze zadzwoni
pod numer 01325 380651 i podac numer identyfikacyjny dokumentu.

This document will be made available on request in any format.

Com/2624/05/08

Customer

Darlington Council's



Connecting
Communities

DARLINGTON
BOROUGH COUNCIL