

What we do with what you say

If you have used any of our services we would like to hear your views on whether we met your needs.

We use your feedback to find out what we are good at and how and where we can improve our services. Feedback is shared with the relevant managers and staff and recorded and reported upon regularly.

- Compliments** are used to congratulate staff!
- Comments** can provide ideas for us to act on.
- Concerns** these are informally investigated
- Complaints** are formally investigated and findings of the investigation and plans for action are sent to the complainant.

We aim to let you know we have received your feedback within two working days.

For further information, please visit our website www.gloucestershire.gov.uk/feedback

If you make a complaint and are not happy with the response, you may contact the Local Government Ombudsman.

Local Government Ombudsman
The Oaks
No 2 Westwood Way
Westwood Business Park
Coventry
CV4 8JB

Phone: 024 7682 0000

Fax: 024 7682 0001

Email: enquiries.conventry@lgo.org.uk

Have your say

If you would like to tell us about your experience of our services you can do this by:

- Completing this leaflet and sending it to us, or
- Visiting our website and completing the form on-line at www.gloucestershire.gov.uk/feedback, or
- Telephoning our Customer Services team on 01452 427614 and they will record what you say and will send the information to the relevant directorate, or
- Email your feedback to us at customerservices@gloucestershire.gov.uk, or
- Visiting us at Shire Hall, Gloucester

Your Feedback

Please tick the relevant boxes:

- Compliment Comment
- Concern Complaint

Have we received feedback about this before? Yes No

Would you like us to respond to you about your feedback? Yes No

Service used?

- Adult Social Care Registrars
- Children's Services Libraries
- Children's Social Care Education
- Fire & Rescue Transport
- Highways Other

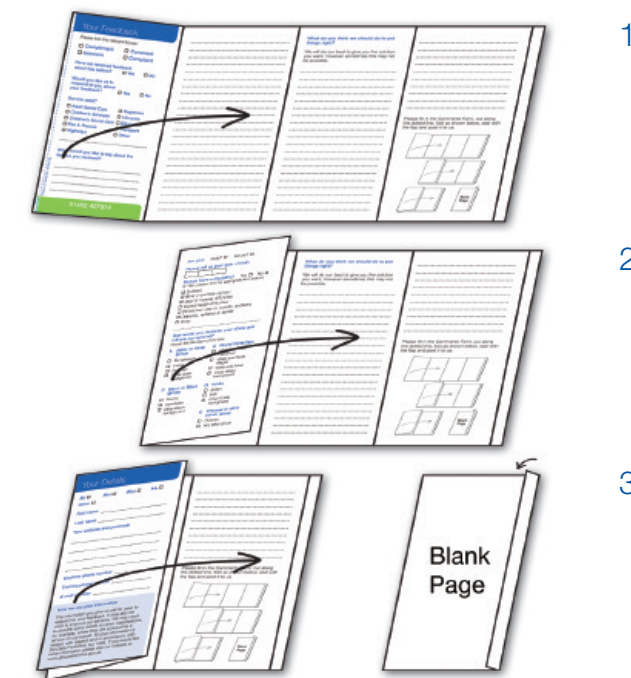
What would you like to say about the service you received?

Please cut along the dotted line

What do you think we should do to put things right?

We will do our best to give you the solution you want, however sometimes this may not be possible.

Please fill in the Comments Form, cut along the dotted line, fold as shown below, seal with the flap and post it to us.



Your Details

Mr Mrs Miss Ms

Other

First name

Last name

Your address and postcode

.....
.....
.....

Daytime phone number

Evening phone number

E-mail address

How we use your information

The information you give us will be used to respond to your feedback. It may also be used to improve our services. We may need to provide some details to other organisations, for example, where they are conducting a service on our behalf. All your information is treated with respect and in accordance with the Data Protection Act 1998. If you would like more information please visit our website at www.gloucestershire.gov.uk

Are you: male? female?

Please tell us your date of birth

Do you have a disability? Yes No
(If 'Yes', please tick the appropriate box below.)

- Dyslexia
- Blind or partially sighted
- Deaf or hearing difficulties
- Mental-health difficulties
- Wheelchair user or mobility problems
- Diabetes, epilepsy or similar
- Other

How would you describe your ethnic and cultural background?

Please tick the appropriate box.

- | | |
|---|--|
| A Asian or Asian British | C Mixed Parentage |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> White and Black Caribbean |
| <input type="checkbox"/> Indian | <input type="checkbox"/> White and Black African |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> White and Asian |
| <input type="checkbox"/> Other Asian background | <input type="checkbox"/> Other mixed background |
| B Black or Black British | D White |
| <input type="checkbox"/> African | <input type="checkbox"/> British |
| <input type="checkbox"/> Caribbean | <input type="checkbox"/> Irish |
| <input type="checkbox"/> Other Black background | <input type="checkbox"/> Other White background |

E Chinese or other ethnic group

- Chinese
- Any other group



We can produce this document in Braille, in large print, on audio tape and in other languages. If you would like a copy in one of these formats, please phone 01452 426504.

Bengali

এই তথ্যের পত্রিকাটি ব্রেইলে, বড় ছাপায়, কানে শোনার টেপে এবং অন্যান্য ভাষায় আমরা প্রকাশ করতে পারি। এই ধরনের কোন আকারে আপনি যদি এটার একটা কপি (প্রতিলিপি) পেতে চান, তাহলে দয়া করে ০১৪৫২ ৪২৬৫০৪ নম্বরে টেলিফোন করবেন।

Chinese

我們可以製造這份文件的凸字本，大型字體本，音帶及其他語文的譯本。如果你希望得到以上任何一種版本，請致電01452 426504。

Gujarati

અમે આ દસ્તાવેજ અંધલિપિ, મોટા અક્ષરો, ઓડિઓ ટેપ અને બીજી ભાષાઓમાં તૈયાર કરી શકીએ છીએ. તમોને જો ઉપરની કોઈ ઢબમાં એની નકલ જોઈતી હોય તો, મહેરબાની કરીને ૦૧૪૫૨ ૪૨૬૫૦૪ નંબર પર ફોન કરશો.

Urdu

ہم اس دستاویز کو بریل میں، بڑی چھپائی، آڈیو ٹیپ پر اور دوسری زبانوں میں تیار کر سکتے ہیں۔ اگر آپ کو اس کی نقل کسی ایک مذکورہ فورمیٹ میں

درکار ہے تو براہ مہربانی اس نمبر پر فون کریں : 01452 426504

Polish

Niniejszy dokument dostępný jest alfabecie brajla, w wersji z powiększonym drukiem, na kasecie oraz w innych wersjach jezykowych. Aby otrzymac dokument w innym formacie prosimy dzwonic pod numer 01452 426504.

We want your feedback



Tell us about your experiences of our services – compliments, comments, concerns or complaints.

Freeport RRAY-LAYL-HKJX
Customer Services Team
Gloucestershire County Council
Shire Hall
Westgate Street
GLOUCESTER
GL1 2TG

