

# help **us** to help **you**

**YOUR FEEDBACK IS IMPORTANT - LET US KNOW WHAT YOU THINK**



## MAKING INFORMATION accessible...

Copies of this leaflet are available in the following ways:

- On audio-cassette tape
- In Braille
- In another language
- As text only
- By email
- On disc
- In large print

Please contact us to request the format you would like:

**Telephone:** 0845 045 5200

**email:** [cambridgeshire.direct@cambridgeshire.gov.uk](mailto:cambridgeshire.direct@cambridgeshire.gov.uk)



**NO STAMP  
REQUIRED**

**Customer Feedback  
Cambridgeshire County Council  
RES1225  
FREEPOST CB176  
Cambridge  
CB3 0BR**

[www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)

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Let us know what you think about the services we provide.  
Whether you want to:

- Make a suggestion
- Offer a compliment
- Give us your comments
- Make a complaint



Cambridgeshire County Council is committed to providing you with high quality services and you can help us to continually improve the services we offer by telling us what you think. We appreciate all types of feedback and look forward to hearing from you.

### LET US KNOW

If you have a comment, complaint, suggestion or compliment about Cambridgeshire County Council, you can talk to any member of staff, or

- You can **telephone us** on 0845 045 5200 (charged at local rate)
- You can use **minicom** on 01480 376743
- You can complete an **online form** at: [www.cambridgeshire.gov.uk/feedback](http://www.cambridgeshire.gov.uk/feedback)
- You can **email us** at: [feedback@cambridgeshire.gov.uk](mailto:feedback@cambridgeshire.gov.uk)
- You can contact your **County Councillor**. Names and addresses are available on our website: [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) or by telephoning 0845 045 5200.

- You can **write to us**: You can either send a letter or fill in the free post form at the back of this leaflet. Letters or completed forms can be sent to:

Customer Feedback, Cambridgeshire County Council, Res 1225, FREEPOST CB176, Cambridge CB3 0BR

suggest ● compliment ● comment ● complain

### WHAT HAPPENS WHEN I MAKE

#### ● A suggestion?

Your suggestion will be forwarded to the appropriate department who will contact you within 10 working days to confirm that it has been received and explain any action that may be possible as a result.

#### ● A compliment?

Your compliment will be forwarded to the appropriate department. If the compliment relates to a specific County Council Employee, they will be informed.

#### ● A comment?

Your comment will be forwarded to the appropriate department. If you have requested a response, you will hear from us in 10 working days.

#### ● A complaint?

Your complaint will be forwarded to the appropriate department who will try to resolve it straight away. If this can't be done, we will investigate your complaint and aim to respond within 10 working days. If we cannot provide a full response within 10 working days then we will write to you explaining this and giving a date by which we will send you a full response.

If you are not satisfied with our response then you can ask for your complaint to be considered by a senior manager and a full or interim response will be sent to you within 10 working days of your request being received.

If the senior manager's response does not answer your complaint to your satisfaction, you may ask the Chief Executive of the County Council to review your case. The Chief Executive will respond within 10 working days (with either a final or interim response). The Chief Executive's decision will be the final response from the County Council.

### WHAT IF YOU HAVE MADE A COMPLAINT AND ARE NOT HAPPY WITH OUR FINAL RESPONSE?

You can write to the Local Government Ombudsman and ask them to look at your complaint independently.

**Write to:** 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.coventry@lgo.org.uk](mailto:enquiries.coventry@lgo.org.uk)

# help us to help you

## PLEASE LET US KNOW WHAT YOU THINK ABOUT OUR SERVICES

### I wish to make a...

- suggestion
- compliment
- comment
- complaint

(please tick as appropriate)

### Which service does your feedback relate to?

### Please give us your feedback

Your name

Address

Postcode

Daytime telephone  Fax

Email

Signed  Date

MOISTEN HERE

MOISTEN HERE