Your Right to Complain

Safe children and vulnerable adults, supported families and carers, transformed lives

www.northlincs.gov.uk
Why Complain

We make every effort to make sure that our services are of the highest standard. We want to know if you have any concerns about the service we offer. By making a complaint you ask us to look again at whether we have treated you properly. We will try to put right anything that has gone wrong.

Who may complain?

You may complain:

If you are dissatisfied with any aspect of our service

If you think you should receive a service from us but have been turned down.

You may complain on behalf of someone else if it is in his or her interests for you to do so.

How To Make Your Complaint

Your complaint can be made to:

• the people who provide you with the service you are complaining about;

• any of our Council offices or customer centres;

• online or by letter, telephone, e-mail to our complaint manager

You can do this yourself or get someone to help you.

Contact details for Complaints and Representations:

Customer Contact and Relationship Manager:
01724 297069

Church Square House,
30-40 High Street, Scunthorpe,
North Lincolnshire
DN15 6NL

e.mail: customerservice@northlincs.gov.uk
Children and young people can always speak to Bev Goulding, the Children’s Advocacy Officer. She will listen and help with your complaint. You can contact her on: 07717 586247

When you make a complaint you should be listened to carefully and the details of your complaint recorded. We will confirm that we have received your complaint within 3 working days. You will be advised who will be responsible for dealing with your complaint and when you can expect a response.

Your views about our services give us a valuable opportunity to learn and improve. We will let you know what action we will take as a result of our enquiries into the issues you raised.
Your views are important to us

Name:

Address (including postcode):

Email:

Tel:

My concern is:

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