

Speak up... we're listening

Tell us what you think about our services



Complaints, Compliments, Suggestions



BASSETLAW
DISTRICT COUNCIL
NORTH NOTTINGHAMSHIRE

www.bassetlaw.gov.uk

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

 speakup@bassetlaw.gov.uk

 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 wish to make a complaint about any of the services provided by A1 Housing please contact A1's Customer Services team who will discuss the details of your complaint, explain the complaints procedure to you and make sure that your complaint is investigated.

How to contact A1 Housing

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

 01909 534520
 customer.services@a1housing.co.uk

What would you like to tell us...

What would you like to happen next?

Your nameDate.....

Your addressPostcode.....

Your phone number

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

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

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 reviewed 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: 01909 533473).

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: 01909 533473

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 ہے تو براہ مہربانی ہمیں اطلاع دیجئے۔ ٹیلیفون نمبر: 01909 533473

Punjabi

ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਜੇਕਰ ਸਾਂਡੇ ਵੱਲੋਂ ਦਿੱਤੀਆਂ ਸਹਾਇਤਾ ਬਾਰੇ ਤੁਸੀਂ ਕੁੱਝ ਕਹਿਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਨੂੰ ਜ਼ਰੂਰ ਦੱਸੋ। ਜੇਕਰ ਅਸੀਂ ਕੰਮ ਠੀਕ ਨਹੀਂ ਕਰ ਰਹੇ ਯਾ ਫੇਰ ਅਸੀਂ ਕੰਮ ਚੰਗਾ ਕੀਤਾ ਹੈ ਤਾਂ ਅਸਾਨੂੰ ਟੈਲੀਫੋਨ ਨੁੰਬਰ 01909 533473 ਤੇ ਸੰਪਰਕ ਕਰਕੇ ਦੱਸੋ।

Mandarin

我们想你告诉我们，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：01909 533473

Bassetlaw-Serving North Nottinghamshire

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