Rutland County Council
Making a Complaint or Compliment

An easy read guide about making a complaint or compliment about the services you use

Rutland County Council
Catmose Street
Oakham
LE15 6HP
01572 722577
Introduction:
This Easy Read guide will help you tell us something you are not happy about (complaint) or something we have done well (compliment).

We would like to know what you think about the support you received and we will use this feedback to improve the services we offer.

What’s important?
• The welfare and safety of all of us is important.

• People using the complaints procedure will be treated with dignity and respect.

• The complaints procedure is clear and easy to access.

• We will keep you informed about what will happen next.

• Complaints and compliments are a helpful way of giving feedback.

• Your feedback will help us to make our services better and should not be a negative experience.
Your Feedback
Please tell us what you think

Please tell us about the service you have received from Rutland County Council.

Would you like to make a complaint or compliment? Tick the correct box.

Complaint □

Compliment □

How would you describe your experience with Rutland County Council?

Use this space to write your comments.
Let us know
Please tell us what you think

Email us:
Letusknow@rutland.gov.uk

By phone:
Tel: 01572 722577

In Person:
You can visit our Customer Services Team at the Customer Services Centre.
The Rutland County Council Customer Service Centre is open:
• Monday 8.30am - 4.45pm
• Tuesday 9.00am - 4.45pm
• Wednesday 8.30am - 4.45pm
• Thursday 8.30am - 4.45pm
• Friday 8.30am - 4.15pm

Write to us at:
Let Us Know
Rutland County Council
Catmose Street
Oakham
Rutland, LE15 6FE

Details regarding your data protection rights and how the Council processes your data can be found at: www.rutland.gov.uk/my-council/data-protection

This information is available in large print or Braille on request.