

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



Rutland County Council

Customer Complaints and Compliments



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.