

Tell us what you think

About local services

 Easy Read booklet



Tell us what you think about our council services

We want to know what you think about our services. Your comments, ideas and complaints are important to us.



You may want to say 'thank you' because you are happy with a service you received.

We can make sure your message goes to the right person or team.



You may want to tell us something about a service.

We can make sure your comment gets to the right person or team.



You may want to complain because something has gone wrong.

We will make sure that things are put right for you.

Making a complaint will not affect the services you receive.



You can get someone else to tell us what you think – they could be:

- a friend
- a family member
- a carer
- another organisation
- someone who works for the council

Whoever you choose, you should be happy for them to contact us on your behalf.

There are several ways to tell us what you think

To give us your comments you can



- call us on the phone
Tel: 020 7527 2000

or



- speak to someone face-to-face
Go to your nearest council office or to
222 Upper Street, N1 1XR

To complain



- fill in a form on our website
Visit www.islington.gov.uk/eForms2/Complaints

- call us on 020 7527 3007



- fill in the form on pages 6 and 7 of this leaflet and send it to:
 - the service you want to complain about, or
 - the Corporate Customer Service team
Room GO1, 222 Upper Street, N1 1XR



What you think about council services is important. Your comments, ideas and complaints help us to make our services better.



Making a complaint

We run a two-stage complaint process.



Stage 1

Your complaint goes to the council department that provides the service you want to complain or comment about.



You will get a reply in 21 calendar days (three weeks).



Chief Executive Stage

If you are not happy with the Stage 1 reply, you can ask for your complaint to go to the Chief Executive Stage.



You will get a reply within 28 calendar days (four weeks).

Local Government Ombudsman

If you are not happy with the Chief Executive Stage reply, you can go to the Local Government Ombudsman (LGO).

The LGO provide a free and independent service. They look into complaints about local councils across the country.



How to contact the LGO



Write to them: LGO, PO Box 4771, Coventry CV4 0EH



Call them: Tel: 0845 602 1983



Email them: advice@lgo.org

To tell us what you think, please complete this form



Name of service:
(for example: housing, parking or social services)

Please write your comments or complaint here:

Your details



Your name _____

Your address _____

Your postcode _____

Your telephone number _____

Your email address _____

Signed _____ Date _____

Mini-survey

Did you understand this form?

Yes 😊

No 😞

Not Sure 😐

Information about you



We would like you to tell us a few things about yourself. This will help us to make our services better for you and for others. If you would prefer not to answer any questions, please leave them blank.

Anything that you tell us will be confidential – we will not give your details to another organisation or company.

Please tick each box that applies to you:



Male Female Rather not say

Under 16 16-24 25-44

45-64 Over 65 Rather not say

Do you have a disability? Yes No

What is your disability?

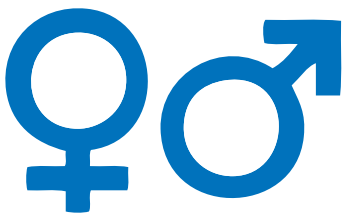


What is your ethnic group? _____

Which country do you come from?

What is your religion or belief? _____

What language do you use? _____



Note: you only need to answer the next question if you are over 16.

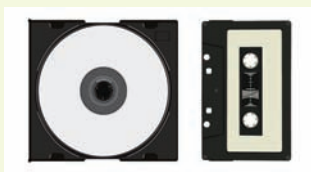
Are you...

Straight Gay Lesbian Bisexual

Is there anything else you want to tell us?

Please send your completed form to: Corporate Customer Services, Room G01, 222 Upper Street, N1 1XR (Or hand this form to someone at your nearest council office.)

If you would like this form in another format:



- audio (tape, CD or mp3)
- large print
- Braille
- a different language

please call us on 020 7527 2000.

email us at contact@islington.gov.uk

Minicom 020 7527 1900

Visit www.islington.gov.uk



To get audio information from our website:



You can click on 'Speak this page' at the top right-hand corner of www.islington.gov.uk. Then your computer will speak the words out loud.

If you use British Sign Language there are two choices:



1) You can view a BSL video about complaints on our website. Just go to www.islington.gov.uk and click on 'BSL Interpreting' then 'All Sign Language Videos'



2) Or you can visit Contact Islington at 222 Upper Street, N1 1XR and use our Videophone Interpreting Service.