



Leeds
CITY COUNCIL

Let us know



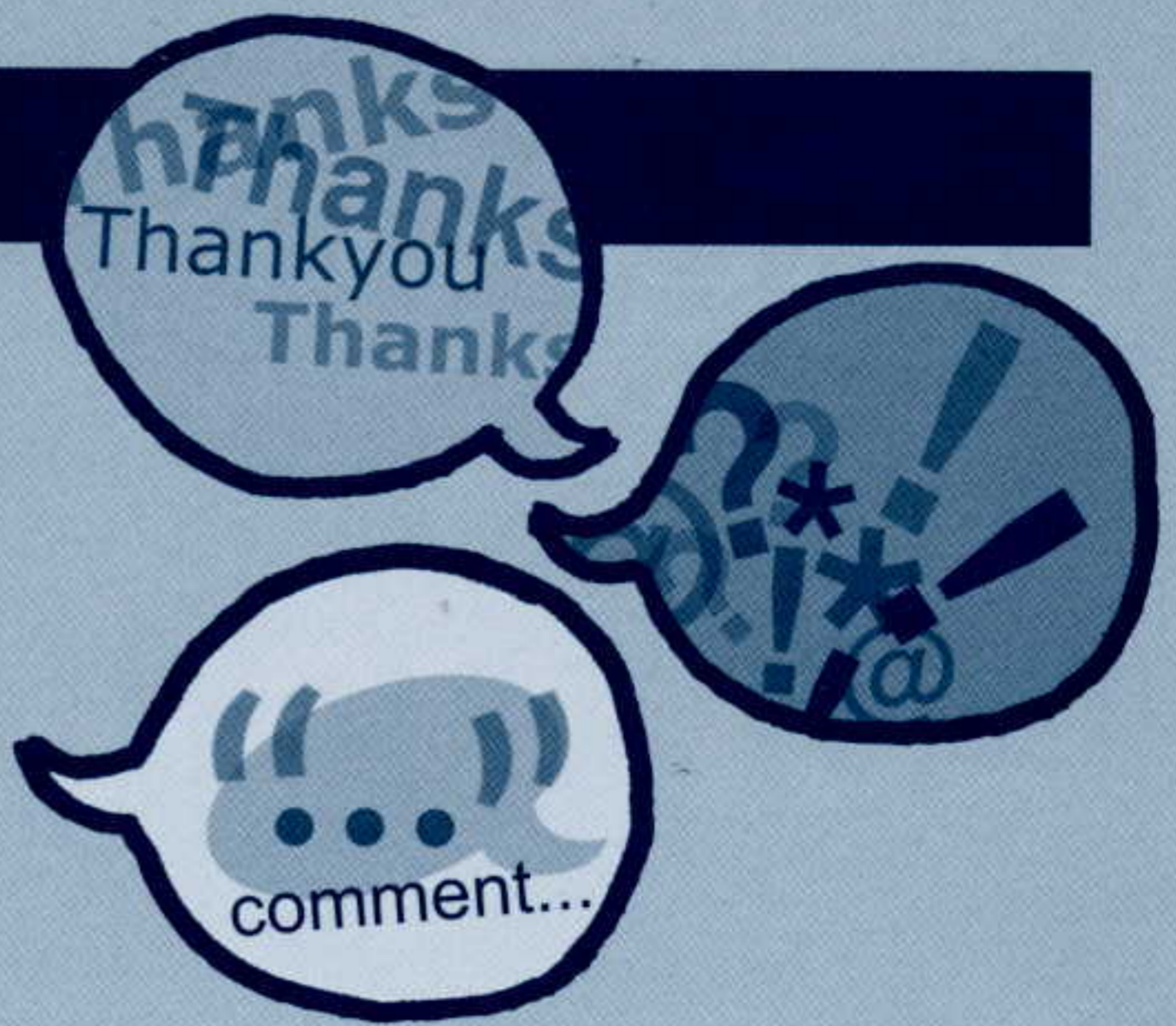
This leaflet explains how you can have your say if you are:

- **Happy**
- **Unhappy**
- **Or just want to tell us something about Leeds City Council**

Here to help you

Leeds City Council is committed to giving you the best possible service at all times, if we have done something that you appreciate, please let us know.

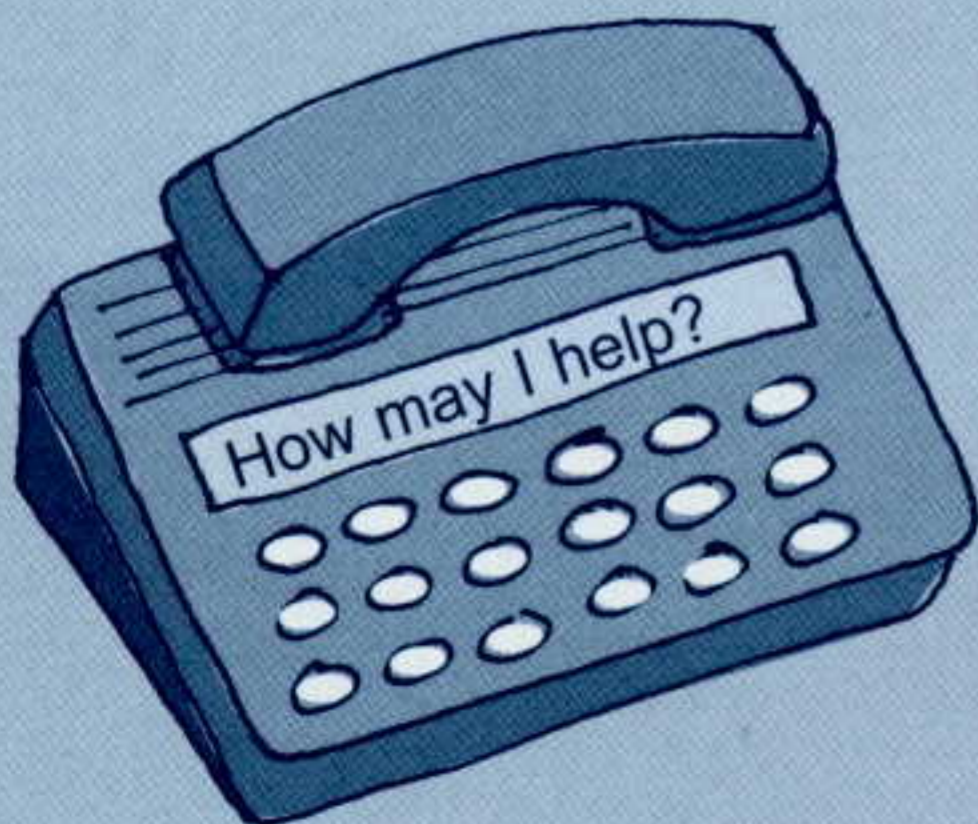
Sometimes, however, we make mistakes. If this happens, we want you to contact us and let us know so that we can put it right.



Let us know your views

If you have a comment, compliment or complaint about the council, you can talk to the member of staff concerned or their manager, or

- You can phone us: **0113 222 4405**



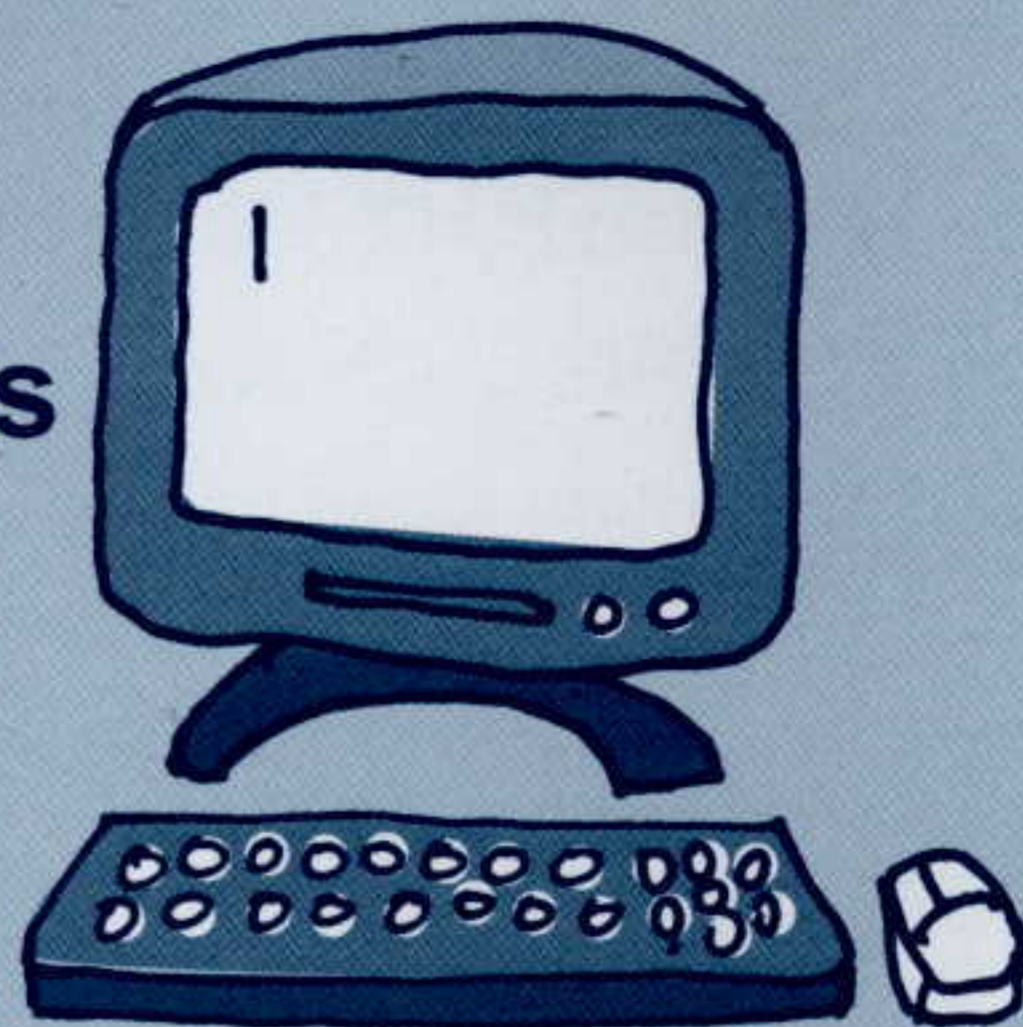
- If you are a minicom user you can ring us: **0113 222 4410**

- You can log on to the internet and fill in an on line form:

www.leeds.gov.uk/complaints

- You can email us:

complaints@leeds.gov.uk



- You can write to us:



You can either send a letter or fill in the free post form at the back of this leaflet.

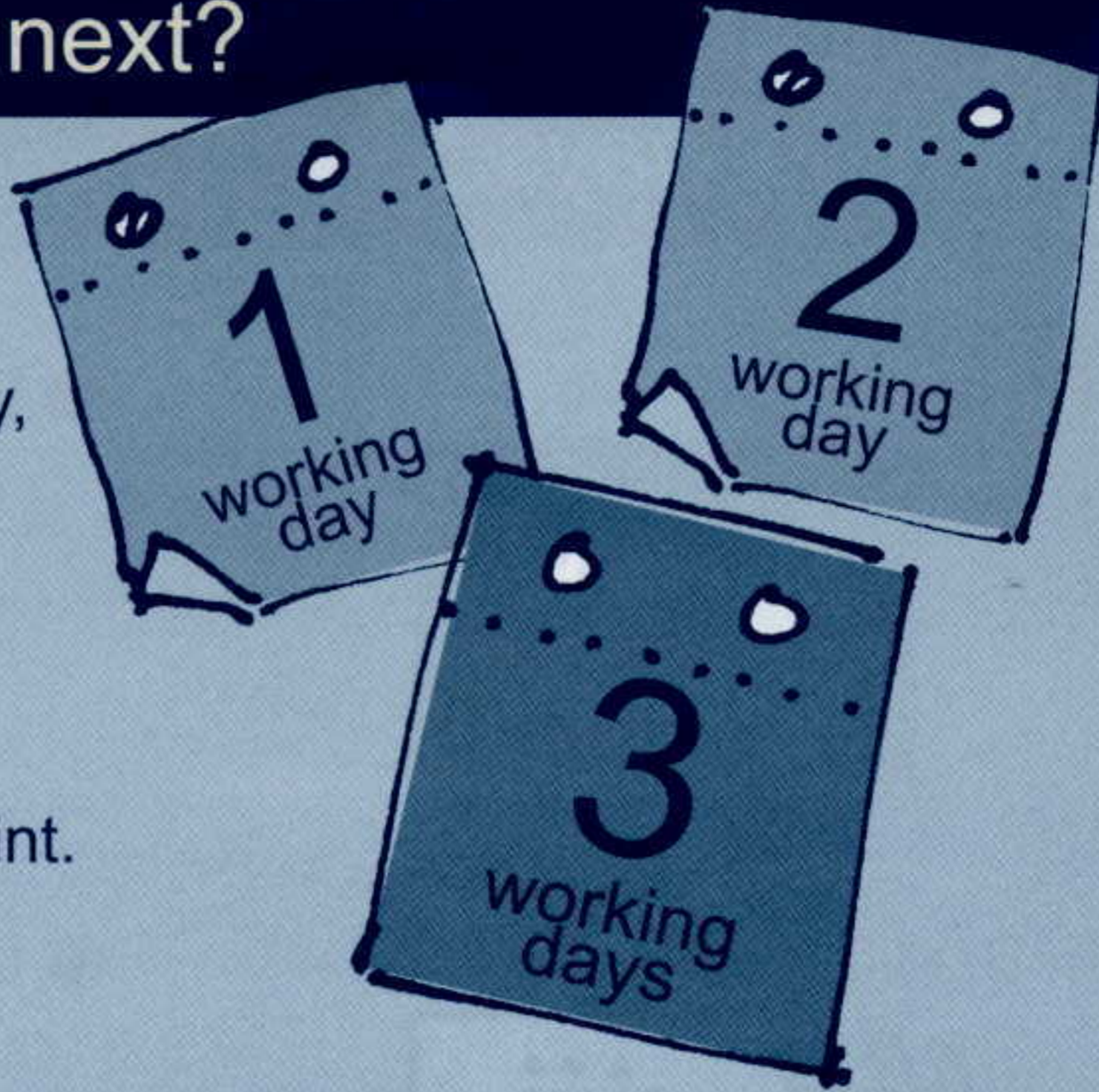
Hand in your letter or completed form at any Leeds City Council Office, or send it to:

Freepost RLZR-ELTX-RUEH
Leeds City Council
PO BOX 657
LS1 9BS

- Or you can visit one of our council offices where we will always do our best to sort your problem out at once.

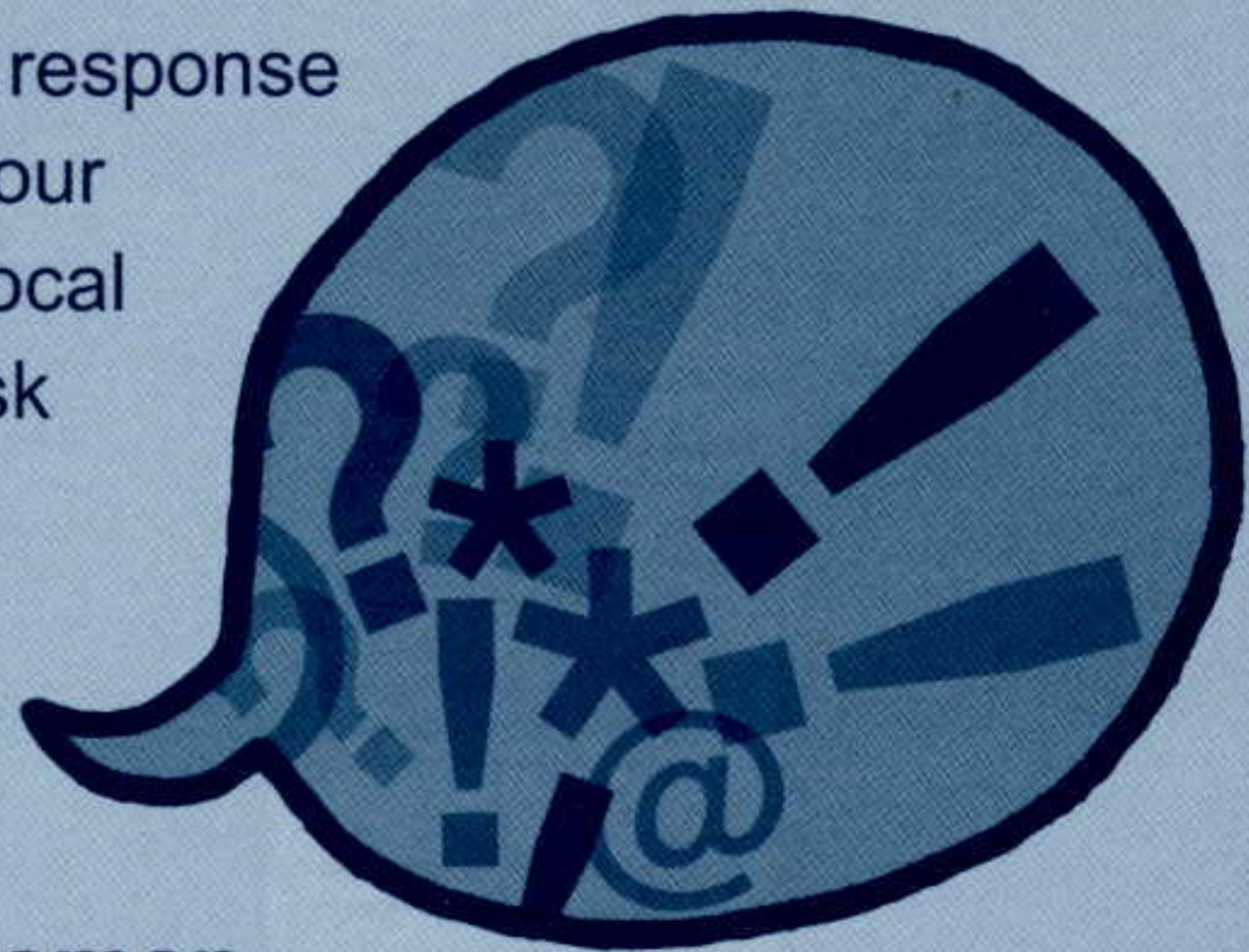
What happens next?

If you are not happy and we cannot sort out your problem immediately, we will contact you within 3 working days, explaining what is happening and who is dealing with your complaint.



What if you are still not satisfied?

If you are still not happy with our response after we have fully investigated your complaint, you can contact the Local Government Ombudsman and ask them to look at your complaint independently.



Write to:

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

Telephone: **0845 602 1983** or **024 7682 1960**

Email: **advice@lgo.org.uk**

Text: **0762 48 4323**



What is it that you want to say about using Leeds City Council Services?

Name Mr/Mrs/Miss/Ms/Other:

Address:

Post Code:

Contact phone number:

What is it you want to say about using Leeds City Council services?

What do you think we can do to make things better?

(please continue on a separate sheet if necessary)

CONSENT STATEMENT

I agree to let Leeds City council collect together information that will be useful in helping to find out more about what I have had to say.

Your signature: Today's date:

Is your complaint about a case of discrimination?

Yes No (please tick box)

Is your complaint about an incident of harassment?

Yes No (please tick box)

If you have answered **yes** to either of the above questions, please tick the appropriate box(es) below:

Racial Sexual Homophobic

Disability related Other (please specify)

We need to make sure that we provide a fair service to everyone, please put a tick in the boxes that apply to you.

Gender: Male Female **Date of birth:**/...../.....

Are you a disabled person? Yes No

If you are disabled, what type of impairment do you have?

Physical Sensory Mental health condition

Learning disability Long-standing illness/health condition

Ethnic Origin:

White British Irish Other

Black/Black British Caribbean African

Other

Other ethnic groups Chinese Gypsy/Traveller

Other

Asian/Asian British Indian Pakistani Bangladeshi

Kashmiri Other

Mixed White & Black Caribbean White & Black African

White & Asian Other

Please tick the appropriate box to describe your religion or belief:

Buddhist Christian Hindu Jewish

Muslim Sikh No Religion Other

Please tick the appropriate box to describe your sexual orientation:

Heterosexual/Straight Lesbian/Gay woman

Gay man Bisexual

GUMMED STRIP - PLEASE FOLD AND SEAL

**So that we can deal with what you want to tell us
as quickly as possible please fill in the following section:**

Is this a comment, a compliment or a complaint?

Please tick the relevant box.

Comment

Compliment

Complaint

Which service or place do you want to tell us about
(if you know)

What date and time did the visit or incident happen?

Have you contacted us about this before? Yes No

If Yes, who did you contact?

Thank you

OFFICE USE ONLY

Reference no:

Date received:

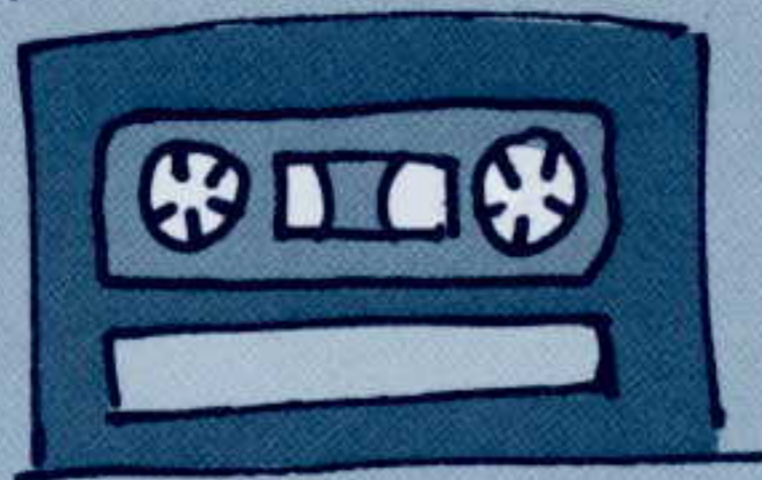
Category:




Freeport RLZR-ELTX-RUEH
Leeds City Council
PO BOX 657
LEEDS
LS1 9BS

Copies of this leaflet are available in the following ways:

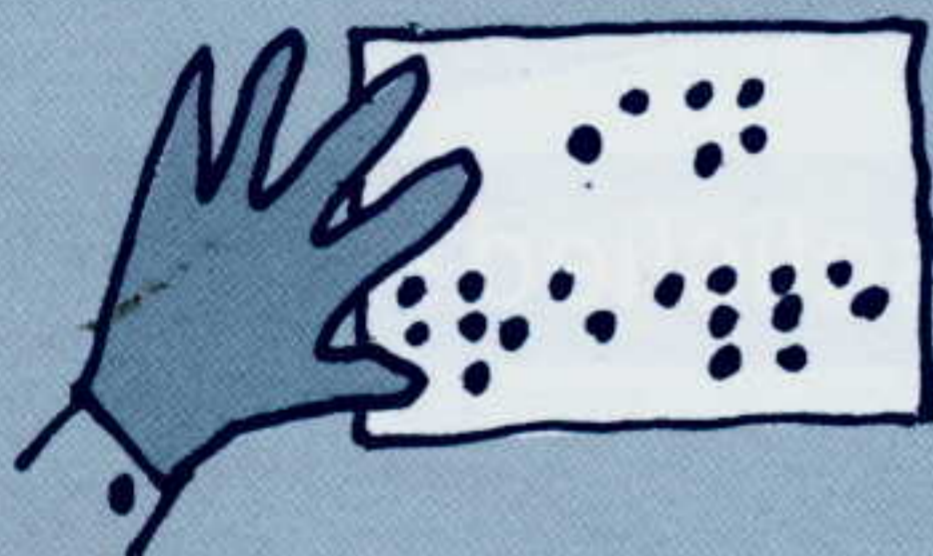
- On tape



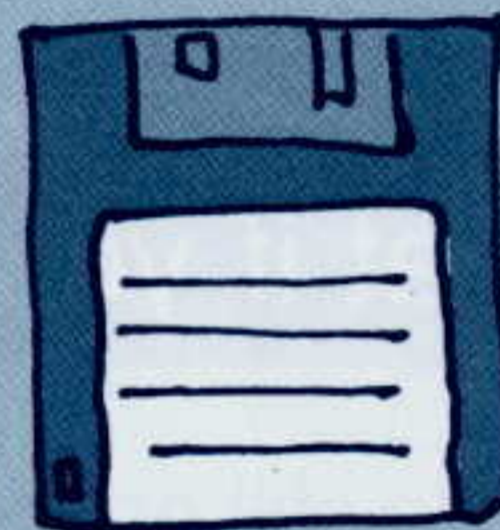
- By e-mail



- In Braille



- On disc



- As text only



- Or in large print

Large print



Please contact us and ask for the format you would like:

Tel: **0113 222 4405**

Minicom: **0113 222 4410**

E-mail: **complaints@leeds.gov.uk**

This leaflet explains how to complain about or compliment services provided by Leeds City Council. We can provide this leaflet in your language.

هذه النشرة توضح كيفية الشكوى أو الثناء على الخدمات التي يوفرها مجلس مدينة ليدز. بإمكاننا أن نوفر هذه النشرة بلغتك. بإمكاننا أيضاً أن نوفر هذه النشرة و نسخ من هذا الطلب بطريقة بريل للمكفوفين، طباعة كبيرة الحجم، على شريط مسجل، على قرص الحاسب الآلي أو نرسلها لك بالبريد الإلكتروني. الرجاء الطلب وسوف نقوم بإعداد هذا.

لیڈس سٹی کاؤنسل یسب سارٹیس پرادان کرے سےগুলی সম্পর্के किভাবে অভিযোগ अथवा प्रशंसा करते पावें, এই लीफलेटिटे सेसब नियम कानून तूले धरा हयेंछे। এই लीफलेटिटे आपनार मातृ भाषाय अनुवाद करे दिते पारि। आमरा এই लीफलेटिटे एवं এই फर्मटि ब्रेईले, बड़ हरफेर छापाय, अडिओ टेपे, कम्प्युटर डिस्क अथवा ई-मेईल एर माधामे आपनार काछे पाठिये देयार बावम्हा करते पारि। आमাদেরके जानाले आमरा बावम्हा करब।

这本小册子向您介绍说明了怎样诉说抱怨或传达赞美，这项由利兹市政厅提供的服务。该册子还可以用您的语言提供。

该册子及表格的副本，我们可以提供布莱叶盲文，大号印字体，磁带，计算机磁盘或以电子邮件的形式发送给您。请向我们说明您的要求，我们将会为此作出安排。

आ माहितीपत्रिका तमने लीड्स सटी काउन्सिल मातृत पूरी पाडवामा आवती सेवाओ विषे इरियाए केवी रीते करवी अथवा तेनी प्रशंशा केवी रीते करवी ते विषे माहिती आपे छे. अमे तमने आ माहितीपत्रिका तमारी पोतानी भाषामा पूरी पाडी शकीछे छीछे. अमे तमने आ माहितीपत्रिकानी नकलो ब्रेईल, मोटा अक्षर, टेप उपर अने कम्प्युटर डिस्क उपर मोकलावी शकीछे छीछे अथवा तमने एमेल करी शकीछे छीछे. महेरानी करीने अमने पुछे अने अमे तेनी गोठवण करीछुं.

इस लिफलेटमें लिडज़ सिटी काउन्सिलकी तरफसे मुहैया की जाने वाली सेवाओंके बारेमें शिकायत अथवा उनकी तारीफ कैसे की जाए वो समझाया गया है. हम इस लिफलेटको आपकी भाषामें मुहैया कर सकते हैं. हम इस लिफलेटको और इस फार्मकी नकलोंको ब्रेइलमें, बड़ी छपाईमें, टेपके उपर, कम्प्यूटर डिस्क पर उपलब्ध कर सकते हैं या आपको इ-मेइल कर सकते हैं. कृपया हमें बताएं और हम इसकी व्यवस्था करेंगे.

ਇਹ ਕਿਤਾਬਚਾ ਤੁਹਾਨੂੰ ਦੱਸਦਾ ਹੈ ਕਿ ਲੀਡਜ਼ ਸਿਟੀ ਕੌਂਸਲ ਵਲੋਂ ਦਿੱਤੀਆਂ ਜਾਂਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਸ਼ਿਕਾਇਤ ਜਾਂ ਸਲਾਘਾ ਕਿਵੇਂ ਕਰਨੀ ਹੈ। ਅਸੀਂ ਇਹ ਕਿਤਾਬਚਾ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਦੇ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਕਿਤਾਬਚਾ ਅਤੇ ਇਸ ਫਾਰਮ ਦੀਆਂ ਕਾਪੀਆਂ ਬਰੇਲ, ਵੱਡੀ ਛਪਾਈ, ਟੇਪ, ਕੰਪਿਊਟਰ ਡਿਸਕ ਤੇ ਦੇ ਸਕਦੇ ਹਾਂ ਜਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਈ-ਮੇਲ ਰਾਹੀਂ ਭੇਜ ਸਕਦੇ ਹਾਂ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ ਅਤੇ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

اس لیفلٹ میں بتایا گیا ہے کہ آپ لیڈز سٹی کونسل کی جانب سے فراہم کردہ سروسز کے متعلق کس طرح شکایت کر سکتے ہیں یا اسے تعریفی کلمات بھیج سکتے ہیں۔ اس لیفلٹ کی کاپی اور اس فارم کی کاپیاں بریل، بڑی لکھائی کے علاوہ ٹیپ اور کمپیوٹر ڈسک پر بھی فراہم کی جاسکتی ہیں۔ ہم آپکو یہ ای میل بھیج سکتے ہیں۔ براہ مہربانی ہم سے رابطہ قائم کریں ہم اسکا انتظام کر دیں گے۔

Tờ dẫn giải này giải thích cách thức than phiền hoặc khen ngợi các dịch vụ của Hội Đồng Thành Phố Leeds. Chúng tôi có thể dịch tờ này ra ngôn ngữ của bạn. Chúng tôi có thể cung cấp tờ dẫn giải và bản sao của đơn này dưới hình thức chữ nổi, chữ in lớn, băng thu thanh, đĩa điện toán hoặc gửi điện thư. Hãy cho chúng tôi biết để thu xếp.