

## Rossendale Borough Council Complaints, Compliments and Feedback

We believe that customer complaints and feedback can be used positively to help us to improve our services in the future. We would like to know your views.

Our staff work hard to provide high quality services to everyone. If you can let us know when we have done a good job, we can praise the staff involved.

We also want to know your views on how we can improve services.

If you are unhappy with the way we have done something, we would also like you to tell us so that we can try and put things right.

We would like to hear from you if:

- You have an idea that will help the Council to do things better
- We have done a good job
- We have done something wrong or you want to complain

Complaints can be made by the following methods:

Online form: [Compliments, complaints and feedback | Instructions – Rossendale Borough Council](#)

By email: [complaints@rossendalebc.gov.uk](mailto:complaints@rossendalebc.gov.uk)

In writing to: Corporate Support, Rossendale Borough Council, The Business Centre, Futures Park, Newchurch Road, Bacup. OL13 0BB

Other formats are available on request, please telephone 01706 217777 for information.



### The Complaints Process

#### Stage 1

Once you have sent us your complaint, a Manager will investigate and send you a full reply within 10 working days, or keep you informed of the progress of your complaint/feedback should it take longer than 2 weeks to resolve. You have the right to have the case reviewed by a Senior Manager if you remain dissatisfied with the response given or the action taken at Stage 1.

#### Stage 2

Once you have sent us details outlining why you are dissatisfied with the Stage 1 response, we will send your complaint to a Senior Manager to be investigated. We will send you a full reply within 10 working days or keep you informed of the progress of your complaint/feedback should it take longer than 2 weeks to resolve. If you remain dissatisfied with the response given at Stage 2, you have the right to complain to the Local Government Ombudsman.

#### Local Government Ombudsman

The Local Government Ombudsman Service exists to investigate complaints about a wide range of public bodies, but principally local councils. However, the Ombudsman will usually only take on complaints which have been fully investigated under the Council's own complaints procedure and where the customer remains dissatisfied with the response given. This means that the customer should have completed both Stage 1 and Stage 2 of the complaints process before the Ombudsman will accept the complaint for further investigation.



**About you (optional):**

**Are you:** Male  Female

**Do you consider yourself to have a disability:** Yes  No

**Are you aged:** Under 20 years  20-29 years  30-39 years  40-49 years  50-59 years   
60-69 years  70+ years

**How would you describe your ethnic origin?**

**White:** British  Irish

Any other white background, please specify  .....

**Asian or Asian British:** Bangladeshi  Indian  Pakistani

Any other Asian background, please specify  .....

**Black or Black British:** African  Caribbean

Any other Black/Black British background, please specify  .....

**Mixed Ethnicity:** White and Asian  White and Black African

Any other mixed ethnic origin, please specify  .....

**Other:** Chinese  Any other, please specify  .....

اگر آپ کو ان معلومات کا خلاصہ بڑے حروف میں، آڈیو کیسٹ پر، یا انگریزی کے علاوہ کسی اور زبان میں درکار ہے تو برائے  
مہربانی ہمیں بتائیں، ہم بخوشی آپ کے لیے اس کا انتظام کریں گے۔

برائے مہربانی 01706217777 پر ٹیلیفون کریں یا پھر کمیونٹی کیشن سیشن سے اس پتہ پر رابطہ قائم کریں:

Communications Section, PO Box 74, Bacup, OL13 0WU

আপনি যদি এসব তথ্যের সার সংক্ষেপ বড় হরফের ছাপায়, অডিও ক্যাসেটে অথবা ইংরেজী ছাড়া  
অন্য কোন ভাষায় পেতে চান তাহলে অনুগ্রহ করে আমাদেরকে জানালে আমরা অত্যন্ত খুশী মনে  
তার ব্যবস্থা করব।

অনুগ্রহ করে ০১৭০৬ ২১৭৭৭৭ এই নাম্বারে অথবা কমিউনিকেশন সেকশন, টাউন সেন্টার  
অফিস, রটেসটল বি.বি.৪ ৭এল.জেড. এই ঠিকানায় যোগাযোগ করুন।

**Thanks for taking the time to tell us what you think. By doing this you are helping the  
Council do things better for everyone.**