

Birmingham City Council Comments Compliments and Complaints

Easy Read

We want to give you the best service we can.

You can help us by telling us what you think.



There are lots of people who can help you to tell us what you think

- Key worker or Advocate
- Manager
- Local Councillor or MP
- Social Worker
- Care Manager
- Family
- Friends

We can provide you with an interpreter if your first language is not English.

We will not charge you for this.





You might want to tell us about your ideas for making our services better.

It might be a suggestion, an idea, or an observation.

We call this making a comment.



You might want to tell us about good things we have done.

It is good for our staff to know that you appreciate the work they do.

It also helps us to identify areas of good practise.

We call this making a compliment.



You might be unhappy about our services. If you are, we would like you to tell us.

We call this making a complaint.



You can make a comment, compliment or complaint



Online at

Your Birmingham City Council BRUM Account

www.birmingham.gov.uk/myaccountpage

or Birmingham City Council Website

www.birmingham.gov.uk/yourviews



Or Telephone 0121 464 9995



Or post a Letter to

Birmingham City Council

Complaints

Contact us PO Box 16616

BIRMINGHAM B2 2HN



If you have a hearing impairment, you can contact us using the text relay service. You can find out more information about this service online at www.relayuk.bt.com





You can also call us in British Sign Language with SignVideo. You can find more information on how to do this on Birmingham City Council Website www.birmingham.gov.uk/signvideo

What will we do?



We will let you know when we get your comment, compliment, or complaint.

We will look into what you have told us.

We will tell you what we will do about it.

If you are still unhappy after you have been through the complaints process



You can make a complaint to the Ombudsman.

It is not part of Birmingham City Council.

You can ask them for advice during or after you have made your complaint.





Post a letter to

The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH



Or telephone the Helpline number on

0300 061 0614
Monday to Friday between 10am and 4pm



Or contact them online at

www.lgo.org.uk/make-a-complaint



If you are a complaining as a Council Housing tenant, you can contact the **Housing Ombudsman**





Post a letter to
Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ



Or telephone the Helpline number on
0300 111 3000 Monday to Friday 9.15am to
5.15pm



Or contact them online at
www.housing-ombudsman.org.uk



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 **Birmingham**
City Council