

What is your complaint? (continued)

Empty text box for writing a complaint.

What would you like to happen?

Empty text box for describing desired outcomes.

Do you want an advocate?

Yes No



Contact

Telephone: 01472 326426 / 326427

Web: www.nelincs.gov.uk/sayit

Text: 07730 014286

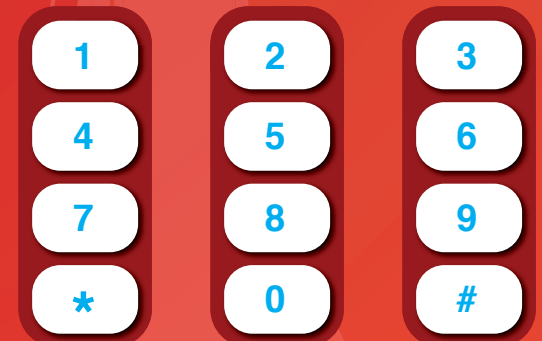
Email: res-customerservices@nelincs.gov.uk

Post: Strategy, Change & Improvement
North East Lincolnshire Council
Municipal Offices
Town Hall Square, Grimsby
North East Lincolnshire
DN31 1HU

Thanks to the children and young people from the FRS sustain project who helped design the leaflet.



NELC 3279





Complaints Team

Telephone: 01472 326426 / 326427
Email: res-customerservices@nelincs.gov.uk
Text: 07730 014286

www.nelincs.gov.uk/sayit



You have made a complaint - what next?

There are people who can help you; the Complaints Team will listen to anything that's bothering you.

You can ring between 8:30am and 5:00pm (Monday to Friday) or you can leave a message on 01472 326426 / 326427.

You can send us a text message to 07730 014286 or email to res-customerservices@nelincs.gov.uk
You can also submit your complaint through the council's website, www.nelincs.gov.uk/sayit

Someone from the Complaints Team will visit you and make sure your problem is dealt with.

If you need help making your complaint the Complaints Team can get you an advocate if you want one.

An advocate is someone who will listen to your problems and help you speak up for yourself. They will also help and support you through the complaints process.

Make a complaint

Please tell us your: Age:

Name:

Address:

Email:

Tel No:

What is your complaint?