

Need help?

We can help if:

- You have a disability
- English is not your first language
- You find reading or writing hard

Please contact us if you need support.

What happens if you complain?

Stage 1 - Service Investigation

- We will acknowledge within 5 working days
- We aim to give a full answer within 10 working days from the date of acknowledgement

Stage 2 – Independent Review

If you remain unhappy, you can request an independent review

- We will acknowledge within 5 working days
- We aim to reply within 20 working days from the date of acknowledgement

If you remain unhappy once you have completed the council's complaints process, you can contact the Local Government and Social Care Ombudsman

Website: www.lgo.org.uk

Thank you for telling us what you think.

Your feedback matters.

We are listening.

How can you tell us?

You can contact us in four ways:



www.nelincs.gov.uk/complaints-compliments-and-suggestions



feedback@nelincs.gov.uk



01472 313131



Feedback Team, Municipal Offices,
Grimsby, DN31 1HU

OR SCAN THE QR



Your Feedback Matters

North East Lincolnshire Council



We want to hear from you

We want to know what you think about our services.

You can tell us:

- When something goes well
- When something goes wrong
- When you have an idea or suggestion

Your feedback helps us:

- Say thank you
- Fix problems
- Make services better and shapes future services



What is feedback?

There are three types of feedback.



Compliment

A compliment is saying thank you.

You might give a compliment if:

- A worker was kind
- You are happy with a service that you have received

We share compliments with staff and teams.



Suggestion

A suggestion is an idea to help deliver our services better.

You might suggest:

- An easier way to do something
- A small change that could help people
- Ways we can improve our services

We pass your idea to the right service.



Complaint

A complaint is when you are not happy.

You might complain if:

- A service did not work properly
- Something did not happen
- You were treated unfairly

We will look into your complaint carefully.

