

Do you need help to say what you think?

If you need help to express your views, we can arrange for an advocate to help you. Advocates are independent from the council, and can help you to say what you think. Contact:

Freepost NWW8320A

Wigan Council

Department of Adult Services

Customer Relations Unit

Civic Centre, Millgate

Wigan, WN1 1AZ.

Phone: 01942 828085 (minicom 01942 827835)

E-mail: ssdcru@wigan.gov.uk

This leaflet can be made available in other languages, on audio tape, CD, large print or other formats on request. Contact us at Wigan Council, Department of Adult Services, Public Relations Unit, Town Hall, Library Street, Wigan, WN1 1YN. Phone: 01942 827173. Email: ssdcru@wigan.gov.uk

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www.wigan.gov.uk

Customer care: tell us what you think



Department of Adult Services
Children and Young People's Services

Customer care: tell us what you think

We want to provide services of the highest quality to all our customers and we need your help to find out if we are getting it right.

What do we mean by 'customer care'?

Customer care involves listening to people and acting on what they say. We want to know what you or someone you look after thinks about the services you receive, so that we can learn from you and improve things wherever possible. Most of all, we want to get things right or, where necessary, put things right as quickly as possible.

What do you think?

We want to provide a quality service to our customers, and your views will help us to improve standards and get things right the first time.

What do we want to know?

Your comments

Please tell us if you think we could do things differently or better, or how we might improve the services you receive from us.

Your compliments

If you think we have got things right or you feel satisfied with the service provided, please let us know. These comments are very useful in telling us what we do well. Staff really appreciate receiving positive comments, which let them know they are giving a quality service to our customers.

Your complaints

If you disagree with what is happening, want to challenge decisions we have made, or if you are not satisfied with the service you receive, please tell us. Also, if you think you should receive a service that you are not getting at the moment, let us know.

We want to know what you think about us and the services we provide. By giving us your comments, we can talk through the issues with you, and give you an assurance that your right to receive services will **not** be affected in any way by what you tell us.

How can you tell us?

- Speak to a member of staff, write, phone or ask someone to tell us on your behalf.
- Write to the Customer Relations Unit, Department of Adult Services, Civic Centre, Millgate, Wigan, WN1 1AZ. Or, phone 01942 828085 or 01942 827835 (minicom), or email: ssdcru@wigan.gov.uk
- Fill in the 'Tell us what you think' form on our website at www.wigan.gov.uk/Services/CouncilDemocracy/CouncilStructure/AdultServices/SSCustomerCare.htm
- Fill in the tear-off form attached to this leaflet and give it to a member of staff or post it straight to the Customer Relations Unit (you don't need a stamp).
- If your complaint is about a children's home, a residential home or a nursing home, you can contact:

The Commission for Social Care Inspection,
North West Regional Contact Team,
Unit 1, Tustin Court,
Port Way,
Preston, PR2 2YQ.
Phone: 01772 730100
Email: enquiries.northwest@csci.gsi.gov.uk

What response can you expect?

Comments and compliments

We will let you know we have received your comment or compliment, usually within 5 working days.

Complaints

We will try to sort out complaints at an informal level, usually with the appropriate manager looking into the complaint, and replying to you within 10 working days of them receiving your complaint. This may be extended by a further 10 working days if necessary.

If you believe your complaint is very serious, you cannot sort it out informally with the manager responsible, or there is an unacceptable delay in responding to you, you can make a 'formal' complaint. To do this, contact:

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