



SWINDON

BOROUGH COUNCIL

Giving feedback to Swindon Borough Council

Easy-read leaflet

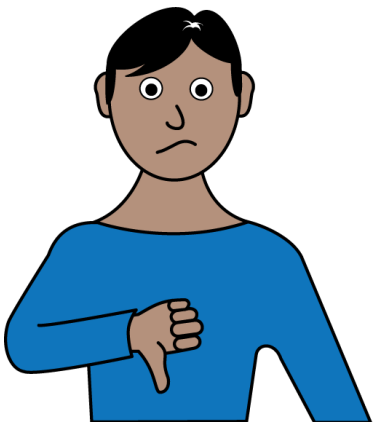
Use this leaflet to find out:



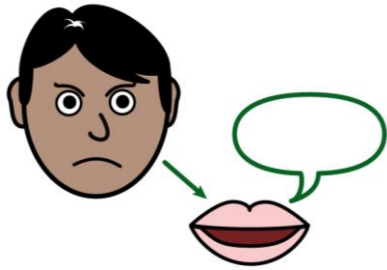
How to tell us when things have gone well.



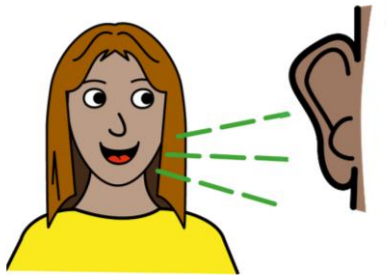
How to tell us your ideas.



How to tell us when things have gone wrong.



We want you to tell us what you think about Swindon Borough Council. This might be when things go wrong or are not as good as they should be.



We will listen to what you say.



We will try to make things better for you.



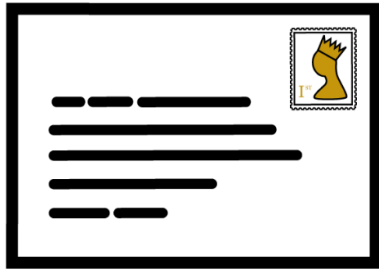
You can tell us what is wrong in different ways.

phone



Our phone number is **01793 445500**.

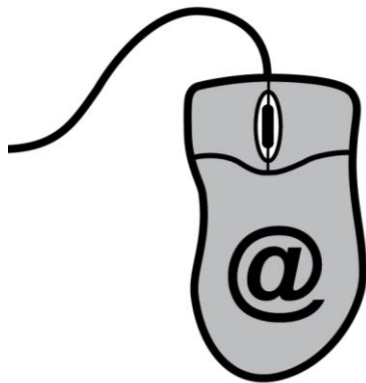
by post



You can write a letter and post it to:

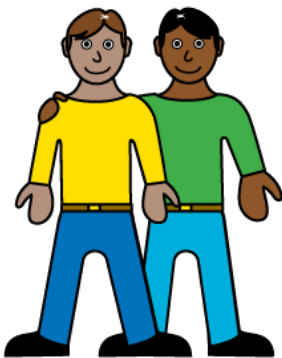
Complaints team
Swindon Borough Council
Euclid Street
SN1 2JH

email

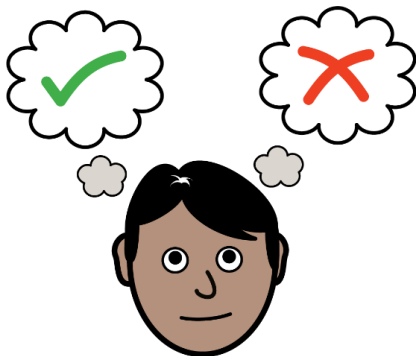


Our email address is

customerservicecomplaints@swindon.gov.uk



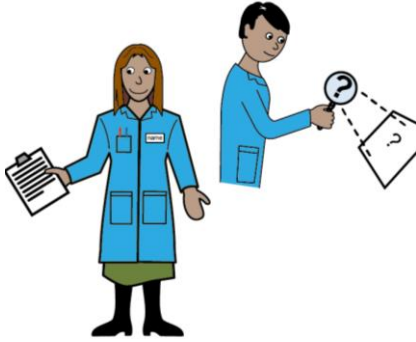
If you need help, you can ask for support when you give feedback.



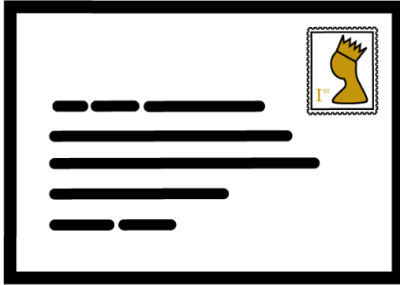
You can choose if you would like a response or not.

We can call you or write to you.
You can tell us how we can make it easier for you to understand.

What happens next?



We will tell you that we have your complaint.
 We will give the complaint to a manager.
 They will find out what happened and speak to you if you would like.



They will write a letter to say what they found out.
 They will say what will happen now.

This will take 2 weeks.

1	MON	TUES	WED	THUR	FRI	SAT	SUN
2	MON	TUES	WED	THUR	FRI	SAT	SUN



If you are still unhappy, you can ask for a senior manager to look at the case.

This is called Stage 2.

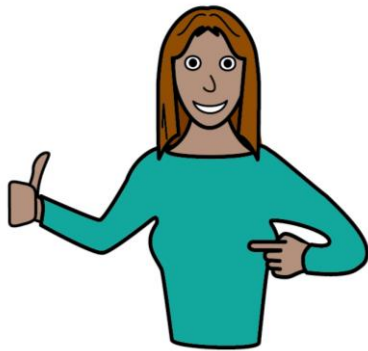
1	MON	TUES	WED	THUR	FRI	SAT	SUN
2	MON	TUES	WED	THUR	FRI	SAT	SUN
3	MON	TUES	WED	THUR	FRI	SAT	SUN
4	MON	TUES	WED	THUR	FRI	SAT	SUN
5	MON	TUES	WED	THUR	FRI	SAT	SUN

This will take 5 weeks.
 The manager will write a letter to you again.



Sometimes after stage 2, you might be confused or unhappy still. The complaints team will help you and say what happens next.

Other feedback



You can also tell us when you are happy with things. We will tell the team what you like and say thank you to them. You can use the contacts on page 2 to do this.



You can also tell us if you have any ideas for changes we could make. You can use the contacts on page 2 to do this.