



[www.glasgow.gov.uk/ContactUs](http://www.glasgow.gov.uk/ContactUs)

GLASGOW CITY COUNCIL

# Comments Compliments Complaints



WHAT SERVICE ARE YOU TELLING US ABOUT

DETACH

Use this space to enter your feedback. Please help us by including dates, places, names of staff and, if applicable, any suggestions on how to improve our service.

A series of horizontal dotted lines providing space for the user to write their feedback.



Glasgow City Council (GCC), which is the "data controller" for the purposes of the Data Protection Act 1998, is committed to providing high quality service to everyone. The information that you give us will be used to deal with your comments or complaint, and to let you know what the outcome of this is. The Equalities Monitoring part of the form is optional; we need to collect this information to help us plan our future services and to make sure that GCC deliver services fairly and do not discriminate against any of the communities we serve. Information that can identify you will not be published or passed to any third party unless we are required to do so by law or with your own consent.

## MAKING A COMMENT, COMPLIMENT OR COMPLAINT

You are the best people to tell us how well we are doing, if you have experienced a problem and what we can do to improve our service. If we have made a mistake, help us put it right and stop it happening again. You can get in touch with us by:

- ✳ **writing, using a letter or this card. You can hand this in at any of our Council offices, or send it postage free to:**  
**Freepost RLYU-GKGE-JGLJ**  
**Customer Comments**  
**Chief Executive Department**  
**Glasgow City Council**  
**G2 9RZ**
- ✳ **phone 0141 287 0900**
- ✳ **fax 0141 287 4575**
- ✳ **using the online form on our website at [www.glasgow.gov.uk/ContactUs](http://www.glasgow.gov.uk/ContactUs)**

If you are unsure of how to make a complaint or need any further assistance, please contact our Customer Care Team, using the contact details above.

When you are making a complaint about the service you have received, we will acknowledge this within 5 working days of receipt.

- ✳ **an officer will then investigate and aim to respond to you within a further 10 working days. If this is not possible, we will let you know**
- ✳ **if you are unhappy with this response, you can have the matter reconsidered by a member of the Senior Management Team, whose contact details will be included in our response**
- ✳ **if you continue to be unhappy with the response of the Service, the office of the Chief Executive can then consider your complaint.**

If you remain dissatisfied with the way we have responded to you, you have the right to have the matter considered by the Scottish Public Services Ombudsman. Their address is SPSO, Freepost EH641, Edinburgh, EH3 0BR. Phone 0800 377 7330 or visit [www.spsso.org.uk](http://www.spsso.org.uk). They will not normally investigate if you have known about the problem for more than 12 months before complaining.

For full details of our policy check our website or contact the Customer Care Team.

## CUSTOMER DETAILS

(Please write clearly)

Name .....

Address .....

Postcode .....

Phone .....

Email .....

Signature .....

Date .....

### OTHER INFORMATION ABOUT YOU

Are you (Please tick)

Male  Female  Prefer not to say

What age band do you fall into?

15-24  55-64  Prefer not to say

25-34  65-74

35-44  75+

45-54

Do you consider yourself to be a disabled person?

Yes  No  Prefer not to say

What is your ethnic group? (Please tick, write in)

White

Scottish  Irish  Other British

Any other White background

Asian, Asian Scottish or Asian British

Indian  Pakistani  Bangladeshi

Chinese

Any other Asian background

Multiple ethnic background

Black, Black Scottish or Black British

African  Caribbean

Any other Black background

Other background

Other   Prefer not to say

**Thank you for taking the time  
to give us your views.**