

United Nations Conventions on the Rights of the child

- You have the right to be heard.
- You have the right to express yourself.
- You are important and adults need to remember this.



Freepost RSJS-CHYX-JUBY
Customer Relations
Central Bedfordshire Council
Priory House
Monks Walk
Chicksands
SHEFFORD
SG17 5TQ

What if I need extra help?



on the telephone...

0300 300 8303



by email...

customer.services@centralbedfordshire.gov.uk



on the web...

www.centralbedfordshire.gov.uk



Central Bedfordshire Council Priory House, Monks Walk,
Chicksands, Shefford, Bedfordshire SG17 5TQ

CP033_12

Comment, Compliment or Complaint form for young people

We want to hear what you think about Central Bedfordshire Council.

Comment:

Tell us your ideas on how we could make our services better

Compliment:

Tell us if you've been happy with a service or a member of staff

Complaint:

Tell us if you're unhappy with a service,
have been treated unfairly by a member of staff or have
been told you can't have help from the service.

You have the right to be heard

You have the right to express yourself

You are important

How to tell us about your Comment, Compliment or Complaint

- Speak to the person in charge, or any member of staff
- Fill in the form with this leaflet & post it. It's free!
- Telephone Customer Relations on 0300 300 6077 or 0300 300 4995
- Email: customer.relations@centralbedfordshire.gov.uk

If you want to make a complaint about Social Services and would like someone to help and support you, we can get you an advocate. An advocate is someone who doesn't work for the council who will help you to make your complaint.

What Happens Next?

When we receive your Comment, Compliment or Complaint we will write to you to let you know we've got it and what we will do. If you've made a complaint we will tell you the name of the person who is going to try and sort out the problem and when by. Once your complaint has been answered we will contact you to see if you are happy. If you don't think your complaint has been sorted out we can tell you what you can do next.

Other action you can take.

If you're not happy with how your complaint is handled, you may want to contact the Local Government Ombudsman. You can do this at any time. The Ombudsman usually expects the Council to have had the chance to look into your complaint first. You can contact them on 0300 061 0614 or write to:
Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH. Email: advice@lgo.org.uk

If you have a comment, compliment or complaint we would like to hear from you

My name: _____ My age _____

My address _____

_____ My phone number _____

My comment is about _____

Tear off and post

Wet edges and fold to close your complaint form



**Central
Bedfordshire
Council**