

## Compliments and Complaints

The Council provides thousands of members of the public and visitors with services every day. While most of these services are provided to a very high standard, occasionally things can go wrong. We care about providing a good service and genuinely value feedback on how our services measure up.

**Sure Start  
Crossfield Mill  
Crawford Street  
Rochdale  
OL16 5RX**

**[www.rochdale.gov.uk/childcare](http://www.rochdale.gov.uk/childcare)  
email: [childcare.info@rochdale.gov.uk](mailto:childcare.info@rochdale.gov.uk)**

**t: 01706 719900  
f: 01706 747263**

# Compliments & Complaints

You can contact the Family Information Service by visiting, calling, mailing or writing to our helpline service. You can access freephones in your local children's centre and the Jobcentre Plus or you can contact us via any of the Council Offices. Our contact details are given on the back of this leaflet.

We want to know if you are unhappy with the service you have received. We take complaints seriously and will look into each complaint we receive.

Complaints are important to us as they provide us with valuable information so we can:

- Put things right when they have gone wrong.

- Learn from our mistakes.

- Improve the standard of services we deliver.

You can expect us to:

- Make sure that your complaint is taken seriously and handled sympathetically.

- Treat your complaint confidentially.

- Respond to your complaint as quickly as possible.

- Learn from complaints and improve our services as a result.

- Ask you what it's like to use our complaints procedure.

Rochdale Borough **FAMILY  
INFORMATION  
SERVICE**

**SureStart**  
Integrated Services for all Children and Families

 **ROCHDALE  
METROPOLITAN BOROUGH  
COUNCIL**

Rochdale Borough **FAMILY  
INFORMATION  
SERVICE**

## Compliments

We are keen to know about the things that you think we are getting right as well. Knowing what we do well helps us build on those strengths.

## Complaints What is a complaint?

A complaint is where:

You are unhappy with a service you have received.

You consider we have not done something that we should have.

You are unhappy with the way you have been treated.

## Complaints regarding childcare providers

Whilst we are happy to listen to and advise on complaints regarding Childcare Providers, complaints and concerns should be addressed directly to the Childcare Provider or if they involve issues of Child Protection, with OFSTED.

Details of the OFSTED complaints procedure are available from the Family Information Service and also at [www.OFSTED.gov.uk](http://www.OFSTED.gov.uk).

## How to complain

Speak to a member of staff from the service you have been dealing with or ask to speak to a manager from that service and tell them about your complaint. Many complaints can be sorted out in this way.

If you are not satisfied with the response you have been given you can use this complaints procedure by:

Writing to the Head of Service

In person, by calling at any of the

Council's Customer Service Centres

By telephone on 01706 647474

By email to [council@rochdale.gov.uk](mailto:council@rochdale.gov.uk)

## Following your complaint

A member of staff will look into your complaint and may contact you for further information. Once we have looked into your complaint we will write to you to tell you our response.

## Responding to your complaint

Where possible, we will provide you with a response within 10 working days.

If this is not possible, we will write to you within 10 working days to acknowledge your complaint. We will also tell you when you can expect a final response (this should be within 28 days of the date of your complaint).

## Not happy with our response

If you are not happy with our response you should contact the Chief Executive who will arrange for your complaint to be looked at again.

If you are still not happy with the Council's response, you can also write to the Local Government Ombudsman, an independent person who investigates complaints about most council matters, including planning, education, housing, social services and council tax.

You can also discuss the problem with your local councillor or Member of Parliament at any stage.