

# Have your say

## Give us feedback on our services

We encourage you to tell us how we are doing, whether good or bad, so we can review what we do, change the way we work and deliver excellent customer service. If you have a complaint or comment about the services we are delivering or wish to compliment us please complete this form.

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If there is anything you  
would like to discuss  
with us, please ring  
**01452 396396**

**Gloucester**  
**City Council**

# What to expect from us

We aim to give the best possible service at all times, but sometimes we make mistakes and do not get it right. We will investigate any problems and, where possible, review our processes to help improve your experience.

Please contact us in any of these ways:

## Website

[www.gloucester.gov.uk](http://www.gloucester.gov.uk)

Use the “Make a comment or complaint” link on our home page.

## Email

[heretohelp@gloucester.gov.uk](mailto:heretohelp@gloucester.gov.uk)

## Telephone

Call our Customer Services team on 01452 396396.

## Write a letter or complete this form

Send to:

Here to Help,  
Customer Services,  
Gloucester City Council,  
Herbert Warehouse, The Docks,  
Gloucester, GL1 2EQ

## Visit

Gloucester City Council Offices at Herbert Warehouse, The Docks, Gloucester, GL1 2EQ.

For any feedback we receive we will ensure everyone is treated fairly and equally. We will be consistent in the way we handle and respond to customers.

Your feedback will be taken into consideration when planning and reviewing our services.

If you are not satisfied with our response, please contact us again and we will take your complaint to a senior manager or director to review.

If you are still not satisfied, you can then refer the matter to:

The Local Government Ombudsman  
PO Box 4771, Coventry CV4 0EH

[advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Telephone numbers:  
0300 061 0614 or 0845 602 1983

# About you

Name

Address

Phone

Mobile

Email

Preferred method of contact. We can respond more quickly if you include a telephone number or email address

Would you like a response?

Yes

☐

No

☐

# Your feedback

Date event or action happened:

Please tick:

Complaint

☐

Compliment

☐

Comment

☐

Please describe what happened:

If you feel you have experienced unfair treatment please explain why:

Suggestions for improvement:

Thank you for your comments

# Equality Information

This information will help us supply statistical information to the government. It will enable us to improve services and identify gaps in service delivery. With and help us know our customers. You only have to complete the questions you are happy to answer.

## Gender

Female ☐

Male ☐

Was this the gender you were born with? Yes ☐

No ☐

## Age

Under 16 ☐

16 – 24 ☐

25 – 34 ☐

35 – 44 ☐

45 – 54 ☐

55 – 64 ☐

65 – 74 ☐

75+ ☐

## Ethnicity

White

Black or Black British

Asian or Asian British

British ☐

African ☐

Bangladeshi ☐

Irish ☐

Caribbean ☐

Indian ☐

Other White Background ☐

Other Black Background ☐

Pakistani ☐

Other Asian Background ☐

If other, please specify:

## Mixed and other ethnicity

White & Asian ☐

White & Black African ☐

White & Black Caribbean ☐

Other mixed background ☐

If other, please specify:

## Disability

Do you consider yourself to have a disability that needs to be taken into consideration in order to ensure that you have equal and fair access to services?

Yes ☐

No ☐

## Religion or Belief System

Buddhist ☐

Christian ☐

Hindu ☐

Jewish ☐

Muslim ☐

Sikh ☐

None ☐

Other ☐

Decline to identify ☐

If other, please specify:

## Sexual Orientation

Bisexual ☐

Gay Man ☐

Gay Woman/Lesbian ☐

Heterosexual/Straight ☐

Decline to identify ☐

If other, please specify:

If you, or someone you know, cannot understand English and need help with this information, or if you would like a large print, Braille or an audio version please call

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Gloucester Docks,  
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W: [www.gloucester.gov.uk](http://www.gloucester.gov.uk)