

# Making a Complaint

Comments, Suggestions and Complaints are important. They help us to improve and develop services. If you complete this form and return it to us we will look at what you say and try to work out a solution. You do **not** have to complete this form to make a complaint. You can telephone, text to **07775765489**, write a letter or email: [Dorothy.roberts@halton.gov.uk](mailto:Dorothy.roberts@halton.gov.uk) explaining what has happened. There is a separate form for children and young people to use if they wish. If you would like more information about complaints then ask for a copy of the Complaints Factsheet. You can get one by telephoning **0151 511 8624**.

## Details of the person making the complaint.

[We need to know about who is making the complaint](#)

Name

Address

Telephone

## Details of the person supporting the complainant.

[If you are helping someone to make a complaint or complaining on someone else's behalf - we will need your details. If you are not the parent or guardian of the complainant we will need to know that you have their permission to support the complaint.](#)

Name

Address

Telephone

[Relationship - with the person making the complaint \(e.g. parent, advocate, friend\)](#)

## Help to complain.

[If you would like help with your complaint we can try to arrange this.](#)

I would like information about organisations that can help me with my complaint (please tick)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

**What is the complaint?**

Tell us about the complaint. Use additional sheets if necessary, it is helpful if you start by telling us whom and which Team

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**My complaint is ...**

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**What do you want to happen?**

Tell us what you would like to happen as a result of your complaint

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**I would like...**

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**Signed**

**Date**

Complainant

.....

.....

Person supporting  
the complainant

.....

.....

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When complete return this form to:

Children & Enterprise, (2<sup>nd</sup> floor Rutland)  
Halton Borough Council  
Freepost WIP4  
Widnes  
WA8 7BR



# Information about you

Please help us to build up a clear picture of people commenting or complaining about our services by filling in this form.

## What is the age of the person the comment or complaint is in respect of?

Under 18     18 – 30     31 – 64     65 +

## What is their ethnic group?

Please choose ONE section from A to E then tick the appropriate box to indicate your ethnic group.

### A White

British  
 Any other White background, *please write in*

### B Mixed

White and Black Caribbean  
 White and Black African  
 White and Asian  
 Any other Mixed Background, *please write in*

### C Asian or Asian British

Indian  
 Pakistani  
 Bangladeshi  
 Any other Asian Background, *please write in*

### D Black or Black British

Caribbean  
 African  
 Any other Black background, *please write in*

### E Chinese or other ethnic group

Chinese  
 Any Other, *please write in*