

Essex County Council

Have Your Say

Easy Read Version



Compliments, Comments and Complaints



If you think we are doing well please make a **compliment**.



You may want to tell us about a service you think is helpful.



You may want to tell us that a member of staff is doing a really good job.



If you have an idea or a suggestion you can make a **comment**.



If you think something has gone wrong you can make a **complaint**.



You may be unhappy with the support you receive.

What we will do



We will tell you that we have received your **compliment, comment or complaint**.

We will pass it to the manager of the service that it is about.

We will try to answer you within 10 days.

If you are not happy with our answer we will tell you what else you can do to make things better.

How you can have your say



Talk to the team that is supporting you.



You can write to us at:

Schools, Children and Families Service
Customer Care Team
PO Box 297
County Hall
Chelmsford
CM1 1YS



You can e-mail us at:

haveyoursay@essex.gov.uk



You can telephone us on:

0800 085 3248



You can text us on:

07788 546 285



Visit our website at:

www.essex.gov.uk/customer-services

You can use this form to contact us



Your name



Your Address



Your Complaint



Your Comment



Your Compliment

How do you want us to contact you?

Please tick box



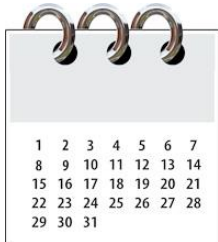
Your telephone number:



Your email address:



Signature



Date

We'd like to ask you about yourself

These questions are optional. You do not have to tell us if you don't want to.

Please tick the box



Are you:



A Man



A Woman



Transgender

What is your background?



Please tick the box



Asian

Black: Caribbean

White

Asian: Bangladeshi

Black: Other

Other

Asian: Indian

Chinese

Mixed ethnic background

Asian: Other

Black: African

Are you disabled?



Yes

No