

Complaints about the council for children and young adults

We are here to help...



How can we help you?

We are here to handle any complaints you may have against a department or a member of staff in the council. At Slough Borough Council we treat all complaints fairly and never take sides.

Does the complaints procedure cover all departments?

Not always. There are some services which follow their own procedure. These are:

- adult social care
- children's services
- housing

Further details are on the council's website.

What happens to my complaint?

There are three stages to the complaint process and these are:

Stage 1: We send your complaint to the manager of the department for them to investigate your concerns and reply to you. The aim is for this to happen within 10 working days.

Stage 2: Your complaint will be sent to the head of department or director to investigate if you were unhappy with your first response. The aim is for this to happen within 10 working days.

Stage 3: If you are still unhappy with the responses you have received, we send your complaint to the chief executive to review your complaint and reply within 20 working days.

If you are still unhappy with the responses you have received from the council you can take it further to the Local Government Ombudsman who investigates different types of complaints about the council; normally once the complaint has been through all the stages.

How do I make a complaint?

There are many different ways you can make a complaint. These are:



Email us at:
complaints@slough.gov.uk



Fill in an online form that can be found on our website:
www.slough.gov.uk under corporate complaints



You can visit: **MyCouncil Service Centre** at **Landmark Place, High Street, Slough SL1 1JL**



Call us on:
01753 475111



If you would prefer to write to us you would need to address your letter to:
**Corporate Complaints Team
Slough Borough Council
St Martins Place
51 Bath Road
Slough SL1 3UF**

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज में दी गई जानकारी के अनुवाद किए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें।

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 475111 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔

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