



Working in partnership

Customer Feedback

When you want to...

Compliment us

Make comments

Raise concerns

Tell us what you think!

Compliments



When we get a compliment we will tell the people you are pleased with. We will tell you when we do this and show others what you think we do well.

Comments and concerns



Comments

If you raise a concern about why we do things, not what we do, we will treat that as a comment not as a concern.

We welcome your suggestions as to how we can improve the services we deliver.

Concerns

You may wish to tell us to look at something to help avoid a problem happening.

When we get a comment or concern, we will:

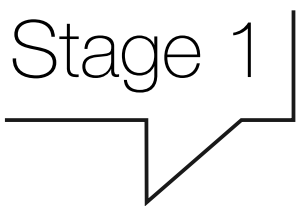
- make sure it reaches the right person to look at it
- tell you when it was sent to them
- tell you, where possible, what action may be taken as a result once we know what that action is

We may publish compliments and comments in some of our publicity.

We will not publish your details if you ask us not to.

What happens to my concern?

Stage 1



We will let you know we have your concern within 3 working days and aim to send a full response within 10 working days. If we need more time we will write to you saying when we expect we can answer in full.

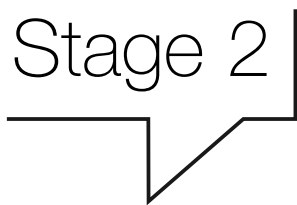
When you have our full answer, if you are happy your concern is resolved or if we do not hear from you within 28 days, we will close the case.

Tell us what you think!



What happens to my concern?

Stage 2



If you are not happy tell us why. Please see the contact details opposite.

The company will then make arrangements for your case to be looked at again, using your additional information to help us make a decision. We aim to send a full response within 20 working days.

When you have our full answer from Stage 2, if you are happy your concern is resolved, or if we do not hear from you within 28 days, we will close your case.

Please note: If you ask us for a next stage review after your concern was closed (outside the 28 day timescale) please tell us your reasons for the delay.

This ends the Company's customer feedback process

Contact us

Telephone: 01482 614 289 or 01482 614 290

Address: Hull Culture and Leisure Limited
Business Support Team
Pacific Exchange
40 High Street
Hull
HU1 1PS

Complete and return the form at the end of this booklet.

Visit: www.hcandl.co.uk

Email: customer.feedback@hcandl.co.uk

In Person: Visit any of the Company's venues

Tell us what you think!

Still dissatisfied after the Company's Feedback Scheme has finished?

For most complaints, you can contact:

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Telephone: **0300 061 0614**

Text: 'callback' non: **0762 480 3014**

Textphone via the Text Relay Service (formerly Typetalk)

Website: **www.lgo.org.uk**

Please note: The Ombudsman services will not normally consider a complaint which has not completed the Company's customer feedback procedure.

Customer Feedback Form

Your details: Mr Mrs Miss Ms

Name:

Address:

.....Postcode:

Telephone (Home):

Telephone (Work):

Telephone (Mobile):

Email:

How would you like us to contact you? Letter Telephone Email

Feedback Details: Compliment Comment Concern

1. Please tell us about your compliment, comment or concern:

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2. If you have told us about a complaint or a concern, what are the main points for you :
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3. Do you have any suggestions about how we can sort out this situation :
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4. Signature:
Please Print Name:
Date:

Please return your completed form to
**Hull Culture and Leisure Limited, Pacific Exchange, 40 High Street,
Hull, HU1 1PS**

For office use only
Date received.....
Received by (Name).....
Date logged.....
SR Number.....