

Worcester City Council is committed to providing an equal service to all members of the public. To help us achieve this, we would value your time in answering a few questions about yourself.

You do not have to answer these questions but it would help us to ensure everyone in our city is treated equally. This information is strictly confidential and will be used for monitoring and statistical purposes only. It will not be used in the investigation of any complaint.

What age are you?

- Under 18 25 - 34 45 - 54 65+
 18 - 24 35 - 44 55 - 64 Rather not say

Do you consider yourself to be a disabled person?

- Yes No Rather not say

What gender are you?

- Male Female Rather not say

Which of these groups do you belong to?

White:

- White British White Irish
 Eastern European
 Any other white background

Mixed/multiple ethnic groups:

- White and Black Caribbean
 White and Black African
 White and Indian
 White and Pakistani
 White and Bangladeshi
 White and Chinese
 Any other mixed background

Asian or Asian British:

- Indian Pakistani Bangladeshi
 Chinese Any other Asian background

Black or Black British:

- African Caribbean
 Any other Black background

Other Ethnic Group:

- Arab Any other ethnic group

Gypsy or Traveller:

- Rather not say:

If you need help communicating in English please contact the Customer Service Centre on **01905 722233** or at customerservicecentre@worcester.gov.uk

Bengali

যদি ইংরাজীতে কথা আদানপ্রদানের জন্য আপনার সাহায্যের প্রয়োজন হয় তাহলে অনুগ্রহ করে 01905 722 233 এই নম্বরে অথবা customerservicecentre@worcester.gov.uk এখানে গ্রাহক পরিষেবা কেন্দ্রের সঙ্গে যোগাযোগ করুন

Chinese

如果你需要帮助用英语沟通, 请与顾客服务中心联系。电话: 01905 722 233; 网址: customerservicecentre@worcester.gov.uk

Polish

Jeżeli potrzebują Państwo pomocy w porozumiewaniu się w języku angielskim, prosimy o kontakt z Centrum Obsługi Klienta pod numerem 01905 722 233 lub na adres customerservicecentre@worcester.gov.uk

Portuguese

Se necessitar de ajuda para comunicar em Inglês por favor contacte o Serviço de Apoio a Clientes através do 01905 722 233 ou através do e-mail customerservicecentre@worcester.gov.uk

Punjabi

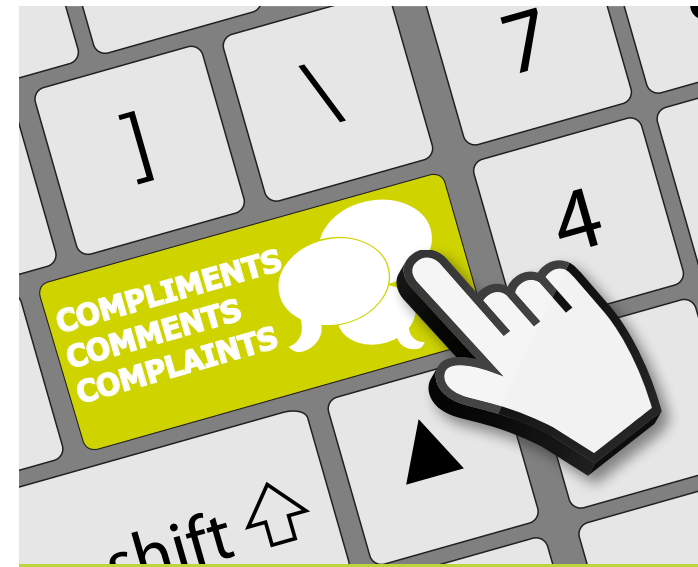
ਜੇ ਤੁਹਾਨੂੰ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿੱਚ ਗੱਲਬਾਤ ਕਰਨ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨਾਲ 01905 722 233 'ਤੇ ਜਾਂ customerservicecentre@worcester.gov.uk 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر انگریزی میں گفتگو کرنے میں آپ کو مدد کی ضرورت ہے تو براہ کرم 01905 722 233 پر یا customerservicecentre@worcester.gov.uk پر کسٹمر سروس سے رابطہ کریں

We would prefer to receive your feedback electronically.
You can complete a web form at www.worcester.gov.uk/feedback

or send this completed form to:
Worcester City Council
Freeport WR427
Worcester
WR1 2ZD



Are we getting it right?

Compliments, Comments and Complaints Form

We need you to tell us how you feel about the service you receive



Information about our compliments and complaints policy is available at:
www.worcester.gov.uk/feedback

This includes information on our standards for acting on the information you provide, your right of appeal if you don't agree with our findings and complaints against councillors.

Your name:

Date:

What do you want to do? (please tick)

Make a compliment

Make a comment

Make a complaint

Details of compliment/comment/complaint:

.....

What would you like us to do?

.....

Your Contact Details:

Email:
Telephone:
Letter:
Address:
Town:
Postcode:



Thank you for your feedback.

We aim to provide a full response within 15 working days, although it may take longer if a detailed investigation is needed - in which case we will keep you informed.