

If you are unhappy with how we have dealt with your complaint you have the right to use the Salford City Council's complaints procedure. A leaflet is available on request which explains how this works and how matters can be referred to the Local Government Ombudsman for independent review.

## Customer service standards

This document can be provided in large print, audio, electronic and braille formats. Please contact the Equalities Team at Salford City Council on 0161 793 3536.

إذا احتجت للمساعدة في فهم هذه النشرة، برجاء الاتصال بفريق المساواة في مجلس سالفورد،  
هاتف رقم 0161 793 3536

এই পুস্তিকাটি বোঝার জন্য যদি আপনার সাহায্যের প্রয়োজন হয় তাহলে সেলফোর্টে কাউন্সিলের ইকুয়ালিটি টিমের সঙ্গে যোগাযোগ করুন টেলিফোন নম্বর 0161 793 3536

如果您有關於本宣傳頁的任何問題，請聯繫 Salford 理事會的 Equalities 團隊，電話號碼為 0161 793 3536

ਜੇ ਆ ਈਕੁਇਟੀ ਸਮਾਜਿਕ ਮਾਟਰ ਟਮਨੇ ਮਦਦਨੀ ਜ਼ਰੂਰਤ ਭੀਏ, ਕ੍ਰਿਪਾ ਕਰੀ ਓਕੁਵਾਲਿਟੀਜ਼ ਟੀਮ ਸਕੋਰੋਜ਼ ਡਾਓਨਲੋਡ ਟੈਲਿਫੋਨ ਨੰਬਰ 0161 793 3536 ਪਰ ਸੰਪਰਕ ਕਰੋ.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿਚ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਲਫੋਰਡ ਕੌਂਸਲ (Salford council) ਵਿਚ ਇਕੁਇਟੀ ਟੀਮ (Equalities Team) ਨਾਲ ਫੋਨ ਨੰਬਰ 0161 793 3536 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو اس لیٹ کے سمجھنے میں مدد کی ضرورت ہو تو براہ کرم اکیویٹی ٹیم کو سلفورڈ کونسل سے اس ٹیلی فون نمبر 0161 793 3536 پر رابطہ قائم کر سکتے ہیں۔



# Customer service standards

We aim to provide the best possible service we can to you.

We are committed to:

## Investigating urgent matters immediately by:

- Assessing if you have nowhere to stay that night through an interview with our temporary accommodation officers
- Finding temporary emergency accommodation where we have a duty to do so
- Providing drop-in facilities at Crompton House where you can discuss your housing issues straight away

## Providing easy access to our services by:

- Providing purpose built reception and interview facilities at Crompton House that meets the requirements of Disability Discrimination Act
- Offering a housing advice line
- Offering translation and interpretation services where appropriate.
- Offering home visits where appropriate.
- Visiting a range of different organisations offering housing advice.
- Offering internet access to our service.
- Using plain language – please tell us if we use jargon or language you don't understand.

## Keeping you informed by:

- Sending you a letter with summary details of actions taken once your case is closed.

## Providing a professional and courteous service by:

- Offering a 'same sex' advisor to carry out your interview when requested.
- Involving and liaising with any relevant support workers/agencies on your behalf.  
Ensuring our advisors are trained in housing advice and homelessness matters.
- Allocating an individual advisor who will be responsible for progressing your case.
- Providing interview rooms where you can discuss your case in private.
- Referring your case to the best agency to meet your specific needs, where necessary.

## Listening to what you say by:

- Actively seeking your views through a range of methods including post-interview questionnaires.
- Analysing your comments every month and using them to improve our service to you.
- Responding to any complaints within 20 working days and trying to put things right if they do go wrong.