



We've been listening

Last year we received 822 complaints between 1st April 2006 and the 31st March 2007.

74% of these complaints were responded to within our 14 day standard.

The main causes for complaints are:

- Council procedure
- The actions of the council
- The standard of service delivery

We learn from all complaints made to us and use the information to monitor performance and improve our services to you.

Here are some of the improvements we made last year by listening to what you told us:

You said: The teaching pool temperatures were too cold for the under 5's swimming lessons

We: revised and increased the temperature

You said: You didn't realise our Smart Card application form was available in alternative formats

We: have introduced a system where council publications can be interpreted, or made available in large print, text only and audio format



You said: A footbridge linking a housing estate with a local park had fallen into disrepair in the Harwood area and had been closed causing access problems
We: undertook an opinion poll and as a result repaired and re-opened the footbridge

You said: You needed bigger containers for dry recyclables (glass/plastics etc)
We: introduced the new burgundy bin which has increased capacity from 5.5 to 240 litres

You said: Sometimes our staff could be more helpful when dealing with enquiries
We: have introduced a customer care training course which all frontline staff are completing

We have also revised and improved many other council services, from refunds in respect of Council Tax to drinks intervals at council events.

Thank you for taking the time to tell us what you think of our services, it really does make a difference.

For more information on any council service please contact;

Telephone 01204 333333
Minicom service, telephone 01204 331926
Email bolton@bolton.gov.uk
www.bolton.gov.uk/yourservices

Large print, interpretation, text only and audio formats of this document can be arranged on request.

Please call 01204 334117 or email communications&marketingagency@bolton.gov.uk

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Council