

Have your say

Your guide to paying compliments and making complaints about Hertfordshire County Council

Hertfordshire County Council -
making Hertfordshire a better place to live
and work by providing:

- Care for older people
- Support for schools, pupils and parents
- Support for carers
- Fire and rescue
- Fostering and adoption
- Support for people with disabilities
- Libraries
- Admission to schools
- Road maintenance and safety
- Protection for adults and children at risk
- Trading standards and consumer protection
- Household waste recycling centres

These are only some of our services.
Find out more at www.hertsdirect.org
or email us at hertsdirect@hertscc.gov.uk

Every Hertfordshire library has internet access
for the public

Design ref : DPPJ 11791

Your views are important to us. They help us ensure we provide the best possible services and know when we need to improve.

To tell us what you think, you can:

Compliment - Tell us when we're getting it right, praise a member of staff or a particular service

Complain - About a service, or the way you have been treated and ask for it to be improved

Send us your completed compliments and complaints form, which can be found in the centre of this leaflet or visit

www.hertsdirect.org/havesay

Alternatively, place your completed form in the compliments and complaints box onsite.

For more help and advice about any of the services we provide, contact our customer service centre on 01438 737555. If you are calling from an 01923 or 0208 dialling code area, you may wish to call 01923 471555, in order to be charged at local rate.

You can also contact us by email at hertsdirect@hertsgov.uk

To find out what we are doing to make Hertfordshire an even better place to live and work, visit www.hertsdirect.org

If you would like help with translation, or need this information in large print, Braille or audio, please contact the customer service centre.

Bengali: বাংলা, ভাষায় তথ্যাবলীর জন্য অথবা আপনার একজন দোভাষী অর্থাৎ ইন্টারপ্রিটারের দরকার হলে, অনুগ্রহ করে উপরে যে সব টেলিফোন নম্বর দেওয়া হয়েছে সেগুলোতে ফোন করে যোগাযোগ করুন।

Chinese: 如果需要漢語、版本，或需要口譯人員，請用上述號碼聯繫。

Italian: Per informazioni in italiano, o se desidera l'aiuto di un'interprete, contatti i numeri elencati in precedenza.

Portuguese: Para informações em português ou se precisar de uma interprete é favor telefonar para um dos números acima.

Punjabi: ਪੰਜਾਬੀ, ਦੇ ਵਿਚ ਜਾਣਕਾਰੀ ਦੇ ਲਈ ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰਾਂ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Turkish: Sağlanan hizmetlerle ilgili bilgileri Türkçe, istiyorsanız ya da bu dillerden çevirmene gereksinim duyarsanız, lütfen yukarıdaki telefon numaralarını arayınız.

Urdu: اردو میں معلومات کے لئے، یا اگر آپ کو ایک انٹرپریٹر کی ضرورت ہے، تو براہ مہربانی اوپر دیئے ہوئے نمبروں پر رابطہ کریں۔