

## Suggestions & Compliments Procedure

### How to contact us?

If you have a suggestion or compliment you can contact us in a number of ways:

**Via the online form on the Council website:**

[www.rotherham.gov.uk/complaints](http://www.rotherham.gov.uk/complaints)

**Email:** [complaints@rotherham.gov.uk](mailto:complaints@rotherham.gov.uk)

**By post: Using a form or by letter.**

No postage is required for posting forms or letters to us, as you may use our freepost address below.

The Complaints Manager  
Rotherham Metropolitan Borough Council  
(FREEPOST RTCT-XKLS-ZHAZ)  
Riverside House  
Main Street  
Rotherham  
S60 1AE

**By telephone:** Our contact number is (01709) 382 121. The customer service representative handing your call will direct you to the appropriate department.

**By text:** Our contact number is 07860 021 447

**In person:** At one of our Customer Service Centres or any Council reception point.

### Your Suggestions

Your suggestions are important to us so please let us know if you have any comments or suggestions for improving our services.

What you can expect from us – we will acknowledge your suggestions within three days, and respond to you within ten working days. If your suggestion is

a way in which we can improve our services, and makes a real difference, then you may be entitled to an award.

## **Your Compliments**

If you think we have done well then please tell us so that other colleagues or services can follow the example. Any compliments we do receive will be recorded and passed onto the relevant member of staff and the appropriate manager.