

Make yourself heard - Comments, compliments and complaints

Tell us what you think

We want you to be completely satisfied with our services, but to ensure this we need to know what you think.

Are you unhappy about something? Is there a problem with the service you are receiving. Or would you like to thank us for something?

Only by listening to you can we give you the service you deserve. Any information you give us will only be shared with those who need to know.

Compliment – praise a member of staff, a team or a particular service


Comment – suggest ways to improve services

Complaint – about a service, or the way you have been treated

Please contact us in one of the following ways:

 Telephone us on Luton (01582) 54 77 00

 Email us at feedback@luton.gov.uk

 Write to us at Freepost Feedback
Luton Borough Council
(you don't need a stamp)

 Fax us on Luton (01582) 54 77 33

* Make sure you include your own contact details if you would like a response from us.

Putting things right


We welcome your views so that the services we provide or arrange are right for you. We take it very seriously if someone is unhappy with our services and will deal with any complaint as quickly and carefully as possible.

We aim to learn from your views and will let you know any changes we will make as a result.

We want Luton residents to feel that Council services are of a high standard and are value for money.

We want to make sure that you can have your say. You may want to bring a friend or family member to meet us so that we can help you put together your complaint or comment. We can even arrange for a translator to make sure you are heard and understood.

A wide range of information leaflets are available from the Customer Service Centre at Luton Town Hall or visit www.luton.gov.uk/leafletsonline

If you need this in large print, on tape or in বাংলা গুজরাती धनद्वी اُرُو Polski
 **01582 54 77 00**

