

Fraud and Visiting

If you would like this leaflet in large print, on tape or in another language, please phone 0845 907 2244.

If you need this information in your language, please contact us using one of the methods below.

“ਜੇ ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੋਵੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖਿਆਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਤਰੀਕੇ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਕੌਂਸਲ ਨਾਲ ਸੰਪਰਕ ਸਾਧੋ।”

如果您需要您自己语言的此信息，请通过以下方法之一与委员会联系。

“ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖਿਆਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਤਰੀਕੇ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਕੌਂਸਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।”

اگر آپ یہ معلومات اپنی زبان میں چاہتے ہیں تو براہ مہربانی نیچے دیئے گئے طریقوں میں کسی ایک کا استعمال کرتے ہوئے کونسل سے رابطہ کیجئے۔



0845 907 2244



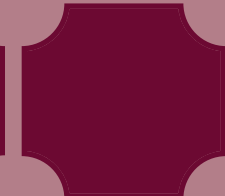
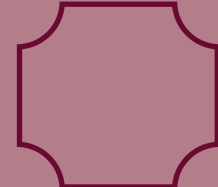
communications@erewash.gov.uk



Ilkeston Town Hall, Wharnccliffe Road, Ilkeston, Derbyshire DE7 5RP

Long Eaton Town Hall, Derby Road, Long Eaton, Derbyshire NG10 1HU

... our promise to you



We will:

- Provide a home visiting service in support to the Council's Corporate Services Department
- Answer any phone call within 5 rings

We ask you to:

- Be present at arranged appointments
- Provide all information requested by the Visiting Officer
- Report any suspected Benefit Fraud
- Treat us politely and in a respectful manner
- Allow us to work free from aggression

Your rights

We will advise customers of what to do should they disagree with a decision we have made.

Erewash is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

Your rights continued

We are constantly looking for feedback on our services. We welcome any feedback that will help us to improve our services. If you want to make a comment, compliment or a complaint, please:

- tell a member of our staff
- phone us on 0845 907 2244
- write to us at:

Erewash Borough Council
Town Hall
Ilkeston
Derbyshire
DE7 5RP

- email to: Contactcentre@erewash.gov.uk
- fill in our comments, compliments and complaints form, available from our receptions or by downloading from our website www.erewash.gov.uk
- fill in the online comments, compliments and complaints e-form on our website www.erewash.gov.uk

You can see full details of our comments, compliments and complaints policy at www.erewash.gov.uk.

How to get more information

Write to:
Visiting and Investigations Team
Erewash Borough Council
Town Hall
Ilkeston
Derbyshire
DE7 5RP

Phone: 0845 907 2244
extension 3521

Email: visiting@erewash.gov.uk

Website: www.erewash.gov.uk

You can find a copy of our detailed service standards on the website (www.erewash.gov.uk), or you can phone the number above or write to us for a copy.

