

Customer Service Matters

Adult and Business Services

When you	We will
Are assessed by Social Services (an assessment is a discussion between someone from social services and you [the customer] to build up a picture of the help you may need)	Involve you in your assessment. You will be encouraged to explain your views on your situation and we will listen to how you want your needs to be met
Are assessed as needing a support package (a support package provides details of the support which is being provided to help you)	Consider your views when drawing up a support package to meet your eligible needs
Receive a support package from Social Services	Contact you each year to check: <ul style="list-style-type: none">• how the services are meeting your needs,• if they are improving the quality of your life, and• whether you are satisfied with the services you are receiving.

Anything you want to tell us?

Let us know if you think we've done something wrong or made a mistake.

We would also like to know if you think we have done something well or if you have a comment or an idea about how we could do something differently or better.

Let us know by e-mailing your.voice@denbighshire.gov.uk;
by phoning 01824 706101
by filling a form on our website at www.denbighshire.gov.uk

