

Information for all

This fact sheet can be made available in other languages or formats on request by contacting 0161 222 6644.

Oldham Council believes that everyone has a right to information. That is why we make our information available to as many people as possible. We have tried to produce all our written information in plain language and in an easier to read format. All our fact sheets are produced in at least 14pp Arial text with subheadings and headings at 16pp and 18pp as this is our standard and is what the RNIB classes as Clear Print.

Although we publish the majority of our information in English and in a standard written format, we are always willing to make arrangements to provide information in other formats and languages should you need this. And, once these alternative formats have been produced we will make them available to everybody by storing them on the Internet or making them available through Oldham Disability Information Point at the Link Centre, which is at 140 Union Street in Oldham.

Depending on your circumstances, for more in depth information or if it is more suitable for you we may instead choose to arrange for an interpreter to explain the service to you. We have chosen to offer interpreters, as it will allow us to give you information in a verbal format and by signing. Of course it also has the added bonus that you can ask questions as well and if our interpreter cannot answer all your questions they will let us know and we will arrange for these to be answered.

If you need information in **another format** or in **a language other than English** contact us by:

Writing to:

Contact Oldham
PO Box 196
Civic Centre
West Street
Oldham
OL1 1QJ

Phoning

0161 222 6644

Faxing

0161 222 6944

Emailing

contact@oldham.gov.uk

We value your comments and suggestions about social services

We want to provide good quality service for people in Oldham and as we are a public service you have a say in what we do. We want you to be completely satisfied with our services but to ensure this we need to know what you think. What do we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve.

If you wish to make a comment about our services you can e-mail us on customer.feedback@oldham.gov.uk

or you can phone us on 0161 911 4191

or you can write to us:

Complaints Officer
Chief Executives Department
PO Box 160
Civic Centre
Oldham, OL1 1UG

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