



Penwith District Council wants to hear from you.....

If you find it difficult to use any of our services because:

- you can not access our buildings
- the type used on the literature we produce is too small
- our forms use too much jargon
- you experience hearing, sight or mobility problems

Or there is any other barrier stopping you from benefiting from our services, we want you to tell us so that we can help

Please complete and return one of our Equalities Access comment forms and let us know how we can make our service better!



Penwith District Council

Access comment form - Equalities

Dear Customer,

At Penwith District Council we are committed to making our services accessible to all. We would, therefore, like to hear from you about any barriers to access you have noticed, whether it be physical or with regards to accessing information, and ideas for improvements you may have. Your ideas and comments may be about any of the following:

- signs
- building entrances
- automatic doors
- ramps and steps
- lifts
- accessible toilets
- printed matter - forms, letters, etc
- induction loops
- lighting
- parking
- notice of meetings
- location of meetings
- reception areas
- telephone communications

There may be other features of communications, buildings and open spaces which you wish to comment on - please add whatever you wish.

Please let us have your ideas by using the form attached.

If you would be interested in joining, or would like more information about the Penwith Disability Equality Panel, please include your contact details and tick the box confirming your interest. Or contact the Customer Relations & Diversity Team by:

Phone: 01736 336831/336840

Fax: 01736 336575

E-mail: customerservices@penwith.gov.uk

Please return the completed form to:

**Customer Relations, Corporate Services, Penwith District Council, St Clare,
Penzance, TR18 3QW**

Thank you for taking time to complete this survey.

Customer Relations & Diversity Team

**Large print copy,
Phone 0800 085 8900**

Ref: access

Access problems/improvements

Service tried to access (this could be letters, phone calls, etc)	
Location (if applicable)	
Barrier to access (Please give as much information as possible)	
Suggested improvements	

Your contact details (optional)

Full Name	
Address	
Phone number	
Email	
I am interested in finding out more about the Penwith Disability Equality Panel	<input type="checkbox"/>