

Customer Feedback Procedure



Compliments

Suggestions and Feedback

Complaints

You can help us improve our services

Your views are important to us

Compliments

Compliments

We would like to hear from you if you are satisfied with a service we have provided, or with the service of a particular member of staff or team. We will make sure your compliments are passed on to the right person/people.

Suggestions and Feedback

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We value feedback about our services and welcome suggestions about how we can improve them. We will use customer feedback to help us improve our services and/or efficiency and to focus on the needs of our customers.

How do I give compliments, suggestions or feedback?

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Please:

- use the space on the back page.
- visit our website www.sholland.gov.uk and print off the **Compliments, Suggestions and Feedback Form**.
- send us an email.
- telephone Customer Services and let them know you wish to give a compliment, suggestion or feedback.

Please see page 6 for the Council's contact details.

Complaints

Complaints

The Council strives to provide the best possible services but things can go wrong. When mistakes happen or performance is not satisfactory, we want to hear from you so that we can put it right and prevent it from happening again.

You may wish to complain about an aspect of one of our services or our failure to provide a service to you. You may have concerns about the way you have been dealt with, either by an individual or the Council.

Comments and views about Council Policy which has been agreed democratically in accordance with the Council's Constitution can not be treated as a complaint. You may wish to give us your views as feedback instead.

How do I complain? Stage 1 (informal)

How do I complain?

Stage 1 (informal)

If you are dissatisfied with the Council's services in any way, please don't be put off making a complaint by having to fill in a form.

At Stage 1 there is no need to fill in a form if you don't wish to - just explain your problem to a member of staff, who will make sure that your complaint is registered and examined by the relevant department.

You should get a response within fifteen working days.

If you are dissatisfied with this response, you may take your complaint further through the formal stages of the complaints process - see next page.

Complaints

How do I complain? Stage 2 (formal)

Stage 2 (formal)

Please fill in the **Formal Complaints Form** available from our website or from Customer Services.

Alternatively, please send us the following details by post or e-mail:

- your name, address and telephone number
- and:
- what you think the Council has done wrong or failed to do (please supply documents or letters when appropriate)
 - what personal injustice you think you have suffered, if any
 - what you think the Council should do to put things right.

If you have already complained:

- please tell us which part of the investigation you are unhappy with.

You can register your complaint by telephone - call Customer Services and we will fill in a **Formal Complaints Form** with the details you give us.

Please see page 6 for the Council's contact details.

We will contact you within two working days of receiving your complaint and tell you the name and contact details of the officer dealing with your complaint.

You will also be told the date you can expect the investigation to be completed, which should be within fifteen working days.

How do I complain? Stage 3 (formal)

Stage 3 (formal)

If you are not satisfied with the Stage 2 investigation response, you can ask that a senior officer investigates your complaint.

The officer will be from a different service area of the Council with no previous involvement in the complaint.

We will contact you within two working days with the contact details of the investigating officer.

We aim to send a full response to your complaint within twenty five working days.

What happens if my complaint is justified?

What happens if my complaint is justified?

You will receive, at least, an apology. Whenever it is in the Council's power to do so, appropriate remedial action will be taken. In some cases financial compensation may be awarded. Our aim is to resolve the root problem and, when appropriate, to change the way we work to provide a better service in the future.

Local Government Ombudsman

Local Government Ombudsman

If you have exhausted all the stages of the complaints process and feel that your complaint has not been satisfactorily resolved, you can pursue your issue with the Local Government Ombudsman, an independent body which will look into your complaint. The Ombudsman will normally expect a complaint to have gone through the Council's own complaints process before investigating individual cases.

The Local Government Ombudsman
Beverley House, 17 Shipton Road, York Y03 6FZ.

Tel: 01904 380200

Fax: 01904 380269

Website: www.lgo.org.uk

Contacts

Contacting the Council

Contacting the Council

Call in and see us:

Council Offices, Priory Road, Spalding
on Monday to Thursday from 8.30am to 5.15pm
or Friday from 8.30am to 4.45pm.

Write to us:

South Holland District Council,
PO Box 8, Priory Road, Spalding, Lincolnshire PE11 2XE

Telephone: 01775 761161

E-mail: info@sholland.gov.uk

Website: www.sholland.gov.uk

Advice

Additional Advice and Assistance

For additional advice and assistance, you may wish to contact the Citizens Advice Bureau:

By post:

Citizens Advice Bureau,
24 The Crescent, Spalding, Lincolnshire PE11 1AF

Telephone: 08701 224 422 (24 hour recorded information line)

Website: www.citizensadvice.org.uk

Compliments, Suggestions and Feedback



Name: _____

Address: _____

Tel: _____

Email: _____

Suggestion / Compliment / Feedback

Customer Feedback Procedure



This document is available
in other formats on request.

Date of leaflet publication:
September 2005 (Revised July 2007)