

Comments, Compliments, Complaints Form

Use this space to suggest any practical remedy which you feel would help resolve this issue or prevent it from happening again in the future.

Signature:

Name of officer if completed on behalf of complainant: (please print)

Comments, Compliments, Complaints Form

This Section is for Eastbourne Borough Council internal use only.

Dealing with your Comment, Compliment or Complaint

Date Received:	If transferred, by who:
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Transferred to: <small>(Include Officer's Name, Title and Division)</small>	Date Transferred:
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Date first reminder sent:	Date second reminder sent:	Manager Informed:
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Outcome and action taken:

Stage 1: Stage 2: Stage 3:

Date Closed:	Ref.No.
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Share your views

Comments, Compliments and Complaints Procedure

Guidance for Customers

Published: April 2010

This information is also available in other formats on request.

Comments, Compliments and Complaints

We are committed to providing high quality services with our customers at the heart of everything we do. We do our best to make sure your contact with us is professional, courteous and goes beyond your expectations. However, we do accept that sometimes things can go wrong and at these times we need to listen to your views and put things back on the right track.

No matter what your experience we welcome the opportunity of receiving your views so we can learn and continually improve. Your views, both good and bad, are very important to us.

Please use this booklet as a guide to help you through our comments, compliments and complaints procedure. You can also complete the form at the end of this booklet and send it to us.



Comments, Compliments, Complaints Form

Name:

Title: Mr Mrs Miss Ms (Tick as appropriate)

Address:

Post Code:

Home Telephone or Mobile:

Work Telephone number:

Please tick the method you prefer for receiving your response:

By Letter

By Fax number: to this fax

By Email to this email address:

If you are complaining on behalf of somebody else, please give their full name and address, and include their written permission for you to act for them.

Comment Compliment Complaint

(Tick as applicable)

Comments, Compliments, Complaints Form

Please give details here

Where a second stage complaint contains serious allegations against a member of staff it will be dealt with by the relevant Head of Service.

Investigating your complaint at Stage 2 should result in the complaint being resolved. However, if you are still dissatisfied you have the option of referring your complaint to the Local Government Ombudsman.

Stage 3

Local Government Ombudsman

The Local Government Ombudsman (LGO) investigates complaints about local authorities and has its own procedure called 'Council First'. This requires complainants to go through all stages of their Council's own procedure first, except in certain circumstances. The Ombudsman will look for maladministration which is something we have done wrong or failed to do that adversely affects you.

A leaflet explaining how to complain to the LGO entitled 'Complained to the Council - Still not satisfied?' can be obtained from the Customer Contact Centre, 1 Grove Road or from the Communication and Participation Team, Town Hall telephone: (01323) 415042.

Alternatively, you may contact the LGO Advice Team on : 0845 602 1983 or 024 7682 1960 for advice about your complaint; Email: advice@lgo.org.uk; Fax: 024 7682 0001 Text 'call back' on 0762 480 4323 or they can also be contacted via their website: www.lgo.org.uk or write to the Local Government Ombudsman at:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

How do I share my views?

If you would like to make a comment, compliment or complaint there are several ways you can do this:

- Visit our website and complete the online Comments, Compliments and Complaints Form at: www.eastbourne.gov.uk/council/complaints
- Send an E-mail to: customerfeedback@eastbourne.gov.uk
- Complete the attached form and return it to:
Communication and Participation
Town Hall
Grove Road
Eastbourne
BN21 4UG
- Telephone us: 01323 415042
- Use our Minicom 01323 415111
- Fax us: 01323 410322
- Visit our Customer Contact Centre at:
1 Grove Road
Eastbourne
BN21 4UG
and speak to a Customer Service Officer

We also have interpretation and translation services available if you need assistance with communication or your first language is not English.

A large print-format of this leaflet is available upon request.

What is a Comment?

We view comments as constructive or critical observations about the services delivered directly by us, or through a contractor acting on our behalf, which do not require a formal investigation and response.

What is a Compliment?

A compliment is praise given either about members of staff or any aspect of service delivery, whether that is delivered by us or a contractor.

What is a Complaint?

A complaint is defined as “any expression of dissatisfaction with our services, or a service provided on our behalf”. Complaints will be investigated and a formal response will be sent.

What complaints are not covered by this guidance?

A lot of what the Council does is covered by legislation and because of this we are required to handle complaints in a different way.

Listed below are areas that would not be covered by this guidance:

- complaints about our policies as these are decided by elected Members. We will record any comments and pass these to our senior management team so that they are taken into account when policies are reviewed
- data protection, freedom of information and environmental information regulations; these have their own appeals procedure.
- licensing and planning decisions, benefits, rent and council tax assessments, and issuing of some statutory and community enforcement notices; all come with an appeal mechanism. The decision of the relevant appeal panel is usually final and binding and we are not able to respond to complaints about the decision.

How to make a complaint

There are three stages to our complaints procedure. At each stage we will acknowledge your complaint within five working days of receipt. We will reply fully within ten working days at Stage 1, and twenty working days at Stage 2. If we are not able to respond fully in these time periods, we will contact you to explain the delay and provide a timescale for our response.

Stage 1

This is the first time you contact us wishing to make a complaint. We will make every effort to resolve your complaint at this first stage.

If a complaint is made at a customer contact point you will be asked to complete a Comments, Compliments and Complaints Form (from this point on we will refer to this form as a comment form). Should you require assistance in completing the form this will be provided.

If you prefer to telephone us, a comment form will be completed on your behalf, and we would ask for your patience whilst this is being done. The contents will be read back to you and agreed with you before any further action is taken.

All first stage complaints are forwarded to the relevant service manager who will investigate your concerns, and write to you with their findings.

If you feel we have not resolved your complaint at Stage 1, you have the option of taking your complaint to the second stage.

Stage 2

All second stage complaints will be dealt with by the Communication and Participation team. Officers within this team will co-ordinate the investigation and provide assistance to the investigating officer, who will usually be the Head of Service of the appropriate area.

You will receive a reply detailing the outcome of this second investigation by the twenty working day deadline.

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