

COMPLAINTS PROCEDURE

The Council aims to ensure that you receive the best possible service at all times. One of the best ways to do this is to listen to what customers have to say about the services. If anything has gone wrong it is important that it is reported so that any faults can be put right quickly. This leaflet explains how the complaints procedure works.

What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council or its staff affecting an individual customer or group of customers.

A complaint does **not** include:

- a request for a service (e.g. a housing repair).
- a request for information or explanation of Council policy or practice.
- matters for which there is a right of appeal within the Council or to an independent tribunal.
- matters relating to a request for a service that has been previously notified to the Council and is awaiting action within an agreed timescale (e.g. a non-urgent housing repair that may be actioned up to 28 days after notification).
- matters where the Council is not the provider or commissioner of the service.
- issues about the conduct of a serving Councillor (Borough/Parish/Town). There is separate provision for this.

Who can complain?

Anyone using any of the Council's services can complain about a service, either in person or through a third party. Anonymous complaints will be accepted but this can make it difficult for further action to be taken.

Procedure

Stage 1:

The initial complaint should be made in writing, by e-mail, by completion of the Council's Customer Complaints Form or by telephone to the Democratic Services Officer, who will refer your complaint to the Line Manager responsible for the service. The Line Manager will respond in writing within 10 working days, or let you know when you can expect a reply. A copy of this response will also be forwarded to the Democratic Services Officer.

If you are not happy with the way your complaint has been handled, you may ask for it to be reviewed. (See stage 2).

Stage 2:

A request for a review should be made to the Democratic Services Officer and preferably in writing or by email. At this stage no additional information shall be submitted. In the event of additional information being submitted this will be regarded as a new complaint. The appropriate Head of Service, Deputy Chief Executive or Chief Executive will be asked to investigate the complaint and will aim to respond to you within 10 working days or advise when you may expect a reply.

What if I am still dissatisfied?

If you are still unhappy after going through the Council's complaints procedure, you can take your complaint to the Local Government Ombudsman. Details of how to contact the Ombudsman will be included in the Stage 2 response to you.

New process for housing-related complaints

The Government has changed the process for dealing with these and you must now refer your complaint to a 'designated person' who may help you to try to resolve the complaint before referring your complaint to the new Housing Ombudsman. Details of how to do this will be provided if you are dissatisfied with the response at stage 2 of the process..

Further information

If you require assistance please contact: Rebecca Owen, Democratic Services Officer, Hinckley & Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, Leicestershire LE10 0FR
Tel 01455 255879 or e-mail rebecca.owen@hinckley-bosworth.gov.uk

If appropriate the response may be provided in paper copy with normal font size. If you require alternative formats, for example an alternative language, audio, large print, then please let us know.

COMPLAINTS FORM

Your details

Name (including initials): Title:..... (Mr/Mrs/Miss/Ms etc)

Address:
.....
.....

Telephone: Email:

What do you think was done wrong? (additional sheets may be attached – please give as much information as possible to assist in our investigation)

What do you think could be done to put things right?

Is this the first time you have submitted a formal complaint about this matter? YES / NO

If not, please give details of the last time you complained and what happened as a result.

Signature:

Date:

When completed this form should be emailed to rebecca.owen@hinckley-bosworth.gov.uk or sent to:

**Miss R Owen
Democratic Services Officer
Hinckley & Bosworth Borough Council
Hinckley Hub
Rugby Road
Hinckley
Leicestershire LE10 0FR**