

COMPLAINTS PROCEDURE

The council aims to provide 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. 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 (for example, 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 councillor (borough/parish/town). There is a separate process 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 complaints form or by telephone to the Democratic Services Officer, who will refer your complaint to the line manager responsible for the service. The manager will respond in writing within ten 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 - if additional information is submitted this will be regarded as a new complaint. Your complaint will be reviewed by an officer either senior to or independent from the officer who provided the response at stage 1 and you will receive a response within ten working days or be advised as to 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 may 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 you require this form or a response to your complaint in alternative formats, for example an alternative language, audio, large print, then please let us know.

COMPLAINTS FORM

Your details

Title:..... (Mr/Mrs/Miss/Ms/other) Full name (including initials):

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**

Data protection privacy notice

The personal data you have supplied to Hinckley & Bosworth Borough Council in this complaints form will be processed in accordance with the Data Protection Act 1998. It will be used for purposes of investigating and providing a response to your complaint. It will be necessary to share this information with relevant officers within the council and we may need to send it to another authority if we are not the appropriate authority to deal with your complaint (for example Leicestershire County Council or a parish council).