

COMPLAINTS OR COMPLIMENTS



North Warwickshire
Borough Council

Complaints or Compliments

*“whichever it is, we want
to hear from you”*

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Telephone: 01827 715341

Email: complaintsandcompliments@northwarks.gov.uk

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

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What Is A Complaint?

The Council has defined this as:

“an expression of dissatisfaction about the service provided by the Council”

Please note that this form should not be used as a request for service but to complain about the service, or lack of service, that has been provided. This will normally have been raised with the appropriate service already.

How The Council's Complaints Procedure Works

Stage 1 - Registering your complaint

A complaint can be made by telephone, in person, by letter or email, or by using this form. An acknowledgement will be sent to you within 5 working days telling you the name and telephone number of the person investigating your complaint.

A reply will be sent to you within 20 working days telling you what the Council is going to do about your complaint. If possible we will try to do this earlier. If a complaint is complicated and needs more than 20 working days to investigate, a full progress report will be sent to you within 20 working days.

Stage 2 - What can you do if you are still not satisfied?

At stage 2 an appropriate senior officer of the Council will be nominated to carry out a further investigation of your complaint. The senior officer nominated will in most cases be the Assistant Director or Director of the relevant service. A response to the Stage 2 investigation will be carried within 20 working days in the same way as Stage 1.

You can tell us to move your complaint to stage 2 by

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completing the user satisfaction form, or by telephoning 01827 715341, or by email:
complaintsandcompliments@northwarks.gov.uk

The Local Government Ombudsman

At the end of this procedure, you can take your complaint to the Local Government Ombudsman if you are still dissatisfied. However, we hope that the Council's complaints procedure will quickly resolve any problems you may have and that you will use it.

Freedom of Information and Data Protection Acts

If your complaint is regarding an information request or about personal information you can pursue your complaint to the Information Commissioner.

Freedom of Information

What happens if I think my request has not been dealt with properly? You should contact us and try to resolve the problem directly with us through our Complaints and Compliments Procedure. This will involve a different person reviewing the way your request was dealt with. If after this you are still not satisfied with the way your request was handled you can take your complaint to the Information Commissioner.

Data Protection

You can complain to the Information Commissioner if you feel that we have breached any of the requirements of the Data Protection Act.

Before the Commissioner accepts a complaint or request attempts should be made to settle the matter locally. You can refer any complaints through the Council's Complaints and Compliments Procedure.

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You can contact the Information Commissioner for a decision as to whether the complaint was dealt with according to the requirements of the Freedom of Information Act or the Data Protection Act.

His address is: The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

www.informationcommissioner.gov.uk

More details of how to contact your Local Government Ombudsman and the Information Commissioner are available from the Office of the Chief Executive or from the Council's receptionists.

Why We Want To Hear From You

We want to listen to your views and respond by providing quality services which meet your needs.

We are continually trying to improve services, so we need to know when you are dissatisfied (or particularly pleased) with the service you have received.

How To Contact Us

Use the form in the middle of this leaflet, write us a letter or send an email to complaintsandcompliments@northwarks.gov.uk

Or Call in at the Council's offices in Atherstone.

Or Telephone us on 01827 715341.

