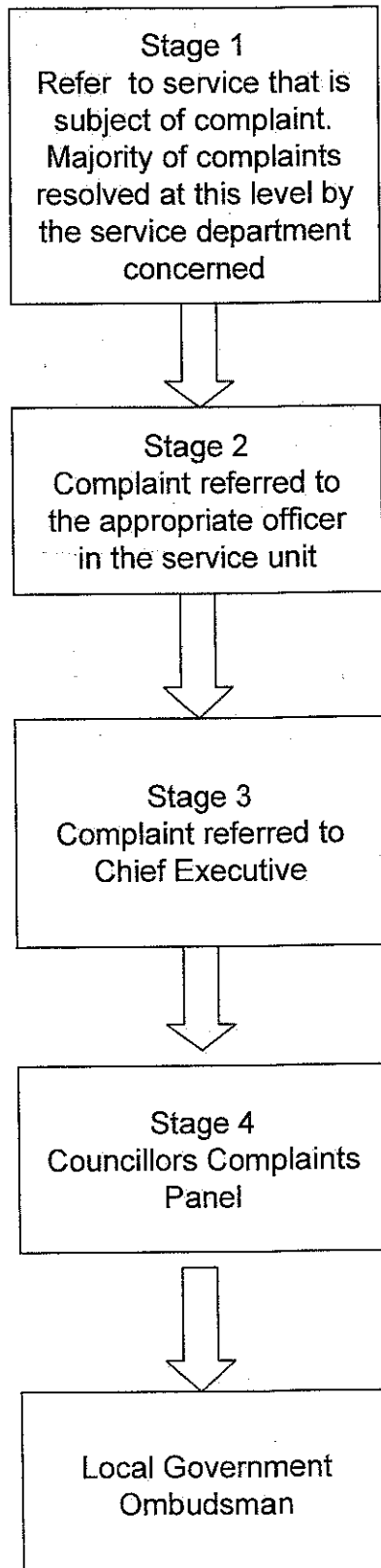
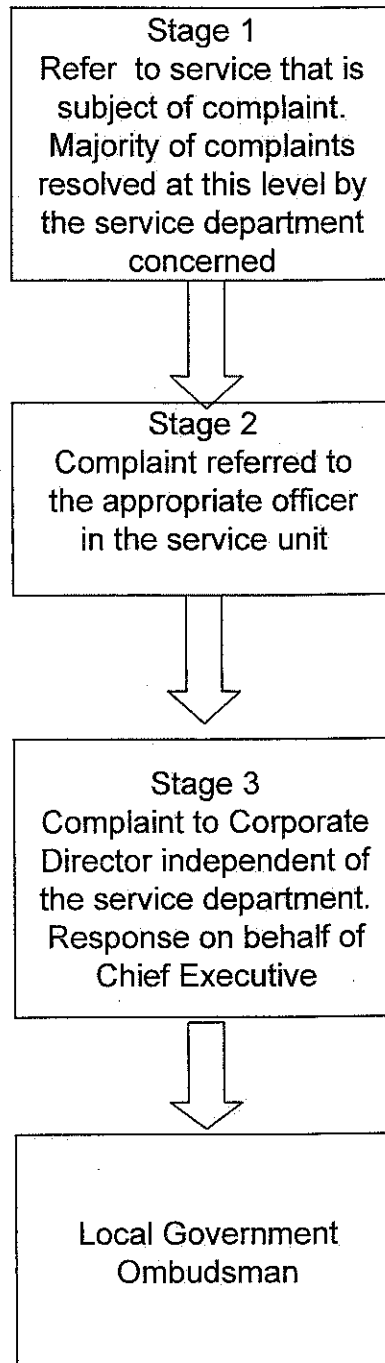


Complaints: "As-is" process



Complaints: "To – be" process



Use this form to let us know what comments, complaints or compliments you have about South Derbyshire District Council

Name Mr/Mrs/Ms _____

Address _____

Phone No: _____

Name of service/venue:
(delete where appropriate)

Date and time of visits/incident:

Office use only:

Reference no:

Date received:

comment

compliment

complaint

(tick relevant box)

Do you require a response YES/NO

Please give details below.

(Please continue on a separate sheet if necessary)

What action do you think we should take:

Signed _____

Dated _____

Let us know what you think of us

We want to help to make our services better.

In any organisation things will go wrong, and that's the time you want to be able to get in touch with the Council to sort any problems out.

A lot of people feel embarrassed or awkward when making a complaint, and often problems go unnoticed, simply because people don't let us know.

You can use this leaflet, call in to see us, telephone or e-mail us, to let us know when we do something right or wrong.

If you find it difficult to write down your complaint, an officer in our Customer Services department will be able to help by filling in the forms for you.

Comment, Complaint or Compliment

We want you to let us know if you've got a comment to make, whether it's good or bad, on any of our services. You can also make suggestions about how we can improve our services.

We want you to complain if you feel you've been poorly treated by any of the Council services. After all, if you don't let us know, how can we do better?

We would also like you to tell us when we do something right. If you're particularly pleased with any of our services then let us know.

We want to hear from you if you've got anything to say to or about South Derbyshire District Council

What you can expect from us

When you return this form we will send you an acknowledgement within 5 working days, telling you who is dealing with you and when you can expect to receive a reply. In most cases we hope to give you a full reply within ten working days but if it is going to take longer, we will get in touch with you to let you know what is happening.

We will take your comments and complaints seriously. We will find out if our service has failed, explain the circumstances to you and correct that failure, if we can.

We hope that most complaints can be dealt with to give a satisfactory outcome. If you still feel dissatisfied after receiving a reply you can ask for your complaint to be reviewed by the Chief Executive.

The Customer Services department will then pass the details of your complaint to the Chief Executive, who will write to you within a week to acknowledge your request for a review. We hope to reply to you fully within two weeks but if it is going to take longer, you will then be kept informed of progress until a decision has been made.

If, after taking steps to review your complaint, the Chief Executive is still unable to resolve the matter to your satisfaction, you can ask for your complaint to be investigated by the Local Government Ombudsman.

What else can you do?

You have the right to ask the Local Government Ombudsman to investigate your complaint if you feel you have been unfairly treated due to maladministration by the Council.

"Maladministration" refers to the way a case has been handled or the Council's failure to do something, not the actual decision.

The Local Government Ombudsman is an independent arbitrator whose decision is final. You can either complain directly to the Ombudsman or ask your local Councillor to take up the case for you.

Details of your local councillor can be provided by ringing (01283) 221000 or by calling in to the main reception desk.

You can get a leaflet on the Ombudsman service from the main reception desk or by contacting :

The Local Government Ombudsman
Beverley House
17 Shipton Road
York
YO30 5FZ

(Telephone : 01904 663200)

How to contact us:

Phone: 01283 595784/595847

Write to:

Customer Services Manager
South Derbyshire District Council
Freepost MID 21072
Swadlincote
Derbyshire
DE11 7BR

E-mail us:

Customer.services@south-derbys.gov.uk

Visit our website at: www.south-derbys.gov.uk
and follow the links to the on-line complaints form:

or call in to see us.

Let us know!

How to comment on, complain about or compliment the Council