

Let Us Know

We want to know when:

- we have done something well
- you would like to make a suggestion that will help us do something better
- we have done something wrong, or you would like to complain.



Introduction

We aim to provide high quality services but occasionally things can go wrong. We welcome your feedback about our services because your comments contain valuable information which we can use to help us to:

- Improve the standard of services we deliver.
- Put things right when they have gone wrong.
- Learn from our mistakes.



What is a complaint?


A complaint is an expression of dissatisfaction about the Council's action or lack of action or about the standard of a service.

This also applies to an organisation or contractor acting on behalf of the Council.

Where customers report information to us so that we can take further action but they do not wish to follow the complaint procedure or they wish to remain anonymous; we will log this information as a suggestion. Where customers report good news to us and thank our staff; we will log this information as a compliment.

How to complain

A customer can make a complaint in a number of ways.

- Visit our website www.cheshireeast.gov.uk/customerfeedback.
 - Call us on 0300 123 5038.
 - Email us at letusknow@cheshireeast.gov.uk.
 - Complete this 'Let Us Know' form.
 - Write to us at: Let Us Know, Customer Relations Team, Cheshire East Council, Westfields, Middlewich Road, Sandbach, CW11 1HZ.
 - Call and see us at any of our Customer Service Centres.
 - Fax us on 01625 504191.
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What happens next?


- Once received and electronically recorded, your compliment, suggestion or complaint will be acknowledged within three working days.

There are two stages of our complaints process:

- At **Stage 1** – the complaint will receive a full response within ten working days.
- If you are dissatisfied with the response, you may contact us again within 28 working days and request that the complaint is taken to Stage 2.
- At **Stage 2** – a review of the complaint will be carried out by an independent officer from the service being complained about.
- A Stage 2 complaint will be acknowledged within 3 working days, and you can expect a full response within 20 working days.
- If you are still unhappy after Stage 2, you have the right to take your complaint to the Local Government Ombudsman. The address of the LGO appears at the end of this leaflet.

What a customer can expect

Customers can expect all compliments, suggestions and complaints to be dealt with promptly, with courtesy and efficiency, and can expect to receive a consistently high quality service when they contact any member of staff. We will:

- Treat all compliments, suggestions and complaints seriously and confidentially.
 - Act impartially, objectively and professionally.
 - Maintain a record of all compliments, suggestions and complaints received in accordance with the requirements of the Data Protection Act 1998.
 - Aim to resolve the problems brought to our attention promptly, and wherever possible, at a local level.
 - Keep the customer informed about the progress of the investigation into their complaint.
 - Inform the customer of their right of further redress, i.e. progressing to the next stage of the complaints procedure, or contacting the Local Government Ombudsman.
 - Ask the customer for feedback on the way in which their complaint was dealt with and use this information to make improvements.
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Exclusions and complaints about Children's Services, Adult Services and Schools

The Complaints Policy does not cover the following situations, as these are covered under separate policies and procedures:

- Complaints about the conduct of a Councillor are dealt with by the Standards Committee.
- Complaints covered by statutory appeals processes, e.g. appeals against the refusal of planning permission.
- Complaints about social care services which are dealt with under a separate statutory process.
- School complaints which are dealt with by schools.
- Freedom of information and the Handling of Data Protection requests.

Local Government Ombudsman

If you have gone through our process and remain dissatisfied, this is where the Local Government Ombudsman (LGO) might be able to help:

The Local Government Ombudsman (LGO)
PO Box 4771
Coventry
CV4 0EH

Telephone: **0300 061 0614** or **0845 6021 983**
Fax: 024 7682 0001
Email: advice@lgo.org.uk
Text: 'call back' to 0762 480 4299 and the LGO will call you back

LGO

Customer Feedback Form

Name:

Address:

Telephone Number:

Email Address:

Subject:

Is this a : Compliment Suggestion Complaint (Tick box)

Please give details of your compliment, suggestion or complaint:

How would you prefer to be contacted in relation to this matter:

Telephone Email In writing (Tick box)

Have you contacted the Council before on this matter: Yes No (Tick box)

Signature:

Date:

Equal Opportunities

The council is committed to an equal opportunities policy in providing all services.

To help us monitor this, please complete the equal opportunities information below:

Are you: Male Female (Tick box)

Do you consider yourself to be disabled: Yes No (Tick box)

Age: 16-24 25-40 41-55 56-65 65+ (Tick box)

Ethnic Origin:

- White/British White Irish White Other Black African
 Black Caribbean Black Other Indian Pakistani
 Chinese Eastern European Other (Tick box)

Thank you for completing this section

Please return your completed form to:

**Let Us Know, Customer Relations Team, Cheshire East Council,
Westfields, Middlewich Road, Sandbach, CW11 1HZ**

If you would like this leaflet in a different format such as large print, Braille, tape, or in a different language, please contact the Council on 0300 123 5500 or call into a Customer Service Centre