

# Redditch Borough Council

Comments  
compliments  
complaints

**REDDITCH** BOROUGH COUNCIL



*making  
a  
difference*

[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

# Why we want to hear from you

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Redditch Borough Council believes in listening to your views and responding through the provision of quality services which meet your need.

As part of our continuing effort to improve the services we provide, we need to know when you are dissatisfied with the service you have received. We would like to know when we 'get it right' so that the standard can be maintained.

## How to contact us

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Telephone us on 01527 64252

Call in at any Council offices and speak to any member of staff.

Use the form in the middle of this leaflet.

E.mail us at [worcestershirehub@redditchbc.gov.uk](mailto:worcestershirehub@redditchbc.gov.uk)

# All about you...

Name .....

Address .....

..... Postcode. ....

Tel. No .....

signature ..... date .....

## Monitoring Form

**You do not have to complete this section below however it would be useful for us if you did.**

### I would describe my ethnic group as:

- 1** White   
British   
Irish   
Any other white background  
(please write) .....

- 2** Mixed  
White & Black Caribbean   
White & African   
White & Asian   
Any other mixed background  
(please write) .....

- 3** Asian or Asian British  
Indian   
Pakistani   
Bangladeshi   
Any other Asian background  
(please write) .....

- 4** Black or Black British  
Caribbean   
African   
Any other black background  
(please write) .....

- 5** Chinese or other ethnic group  
Chinese   
Other ethnic group  
(please write) .....

### I would consider myself to have a disability:

yes  no

### I am:

male  female

### My age group is:

16-24  45-54   
25-34  55+   
35-44





Please write the name of the Service about which you are making your complaint.

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**FOLD A**

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**BUSINESS REPLY SERVICE**  
**Licence No BM 2699**

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**Redditch Borough Council**  
**Town Hall**  
**Walter Stranz Square**  
**Redditch**  
**B98 8BR**

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**FOLD B (tuck into A)**

# How it works

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## How the complaints procedure works

We aim to resolve all of your enquiries and issues at the first point of contact where possible. You can contact us by telephone on (01527) 64252, email us at [worcestershirehub@redditchbc.gov.uk](mailto:worcestershirehub@redditchbc.gov.uk), go to our website at [www.redditchbc.gov.uk](http://www.redditchbc.gov.uk) or visit us at your local one stop shop.

However, if you are dissatisfied with the service or response you have been given, you can:

- Stage 1** Ask for the issue to be investigated by the relevant head of service/director who will investigate your complaint.
- Stage 2** If you are still dissatisfied the chief executive can reinvestigate your complaint.
- Stage 3** If you are still unhappy, you can ask for your complaint to be looked at again by a panel of councillors.

Stage 1-2: Complaints should be acknowledged within 2 days and a full response sent within 10 working days.

## The Local Government Ombudsman

The Local Government Ombudsman investigate complaints of injustice arising from maladministration by local authorities and certain other bodies.

A complainant must give the council the opportunity to deal with a complaint against it first. It is best to use the council's own complaints procedure. If the complainant is not satisfied with the action the council takes, he or she can make a written complaint to the Local Government Ombudsman or ask a councillor to do so on their behalf.

Leaflets are available in all One Stop Shops or telephone 024 7682 0000

## Any Questions

If you want more information, help or further copies of this leaflet call into Redditch Town Hall or One Stop Shops at Winyates, Batchley and Woodrow Centres or telephone (01527) 534166. A copy of this leaflet is available in large print or on cassette

آپ انگریزی میں مدد چاہتے ہیں۔ نسلیاتی رسائی

[Ethnic Access] سے رابطہ کریں ٹیلیفون: 01905 25121

ইংরেজি ভাষার বিষয়ে সাহায্য চান – এথনিক্ অ্যাকসেস্ [Ethnic Access]

এর সঙ্গে যোগাযোগ করুন, টেলিফোনঃ 01905 25121

'Potrzebujesz pomocy z Angielskim – skontaktuj się z  
Ethnic Access Tel: 01905 25121'

**Copies of Council publications can be made available in large print, Braille or audio cassette. Call 01527 64252 ext 3002**

**We also use Language Line ask any member of staff.**