

## Comments and compliments

This leaflet has explained the procedure for dealing with complaints. However, we hope that you will also let us know when you are pleased with something we have done.

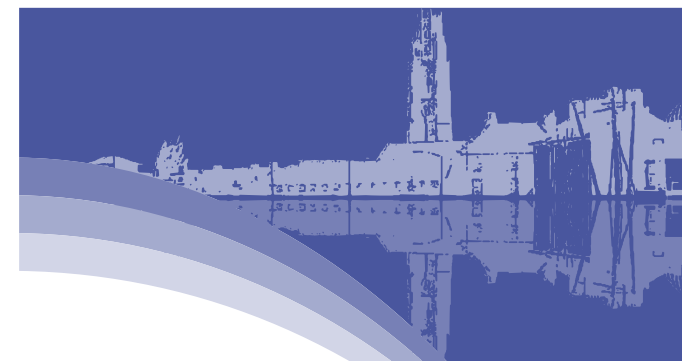
We always welcome your comments about our services, and they will help us build on our successes as well as put right our mistakes.

We can provide this information in other languages and formats for example, in large print, in Braille or on audio cassette. Please phone 01205 314308.



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# How to complain

# Boston

## Complaints procedure

We aim to provide you with services of the highest possible quality.

Our contact with you is based on three basic principles - understanding, speed and fairness.

To make sure that our services meet your needs, we need to hear from you.

You can use the attached form to make a complaint or you can use the complaints form on our website at

[www.boston.gov.uk/complaints](http://www.boston.gov.uk/complaints)

Sometimes we cannot provide the service you are asking for, and if this happens we will explain why. If something goes wrong or if you feel we have not treated you fairly, this leaflet explains what you should do.

## Making a complaint

These are the steps you should follow if you want to make a complaint.

**1** If possible we would prefer to put things right straightaway. So first you should go back to the person, section or department who handled the matter in the first place. This will give the staff concerned a chance to put things right before you make a formal complaint.

**2** If you are still not satisfied with the way we have dealt with your problem, we will follow a formal procedure to investigate it further.

We will ask you to fill in a simple form (attached) or on the website so that we can record your complaint in writing. If you are not sure how to fill in the form, a member of staff will be pleased to help you. You can get spare forms from reception or, if you prefer, you can phone us on 01205 314200 and we will send you a form and a postage-paid envelope to return it in.

**3** We will send you a written acknowledgement within two working days of receiving your complaint. We will

give you the name of the investigating officer who will deal with your complaint.

**4** The investigating officer will talk to staff concerned, study reports and letters about your complaint, and may visit you if necessary. Within 15 working days, you will receive a full answer in writing or, if we need to carry out a more detailed investigation, a progress report. (You will receive a final answer in 28 working days).

**5** If you are still not satisfied with the reply you receive, you should write to the Chief Executive who will carry out another review and reply to you within seven working days. Or, you may want to contact your local councillor or MP. We can give you their names, addresses and phone numbers at our reception desk (phone 01205 314200).

**6** If you are still not satisfied with the outcome, you can refer your complaint to the Local Government Ombudsman who is independent and investigates complaints against local councils. However, the Ombudsman will not act until we have had a chance to investigate your complaint.