



How to complain,
comment or compliment
about Council Services in
Corby

NOVEMBER 2007

1. Introduction

We hope that the services you receive from us are of the quality you need and expect. However, we know that there may be times when you are unhappy with the service you receive and wish to lodge a formal complaint. You may want to suggest a way to improve services, make a comment on the services you receive, or compliment the Council on the service you have received.

The people who can best deal with most concerns are those who provide the service. We can normally sort out mistakes and misunderstandings quickly. However, if we cannot sort out your problem this way, the complaints procedure is here to help you. Your complaints are important to us. They help us to:

- Put things right if they go wrong
- Listen and learn; and
- Change and improve the way we provide services.

So don't be worried about telling us your concerns. Comments and compliments are also welcomed as they help us to improve our service and let us know when we are doing things right.

2. What is a complaint?

A complaint can be defined as any **expression of dissatisfaction regarding a service provided by, or on behalf of, the council.** A complaint **does not** include:

- First requests for a service or first reports of faults;
- Requests for information on, or a clearer explanation of our policies;
- Matters for which there is a right of appeal with the Council, or a legal solution.

3. Who can complain, comment or compliment?

Anyone who feels they have had a poor service from us, or from someone providing the service for us, and have tried to get the problem solved by speaking to someone in the relevant department, Councillor etc.

4. How to complain?

If you do choose to make a complaint the Council guarantees:

- Every effort and action is made to resolve the complaint;
- An apology if a service performed was not up to standard;
- A full written response.

5. Ways to contact the Council?

We want to make it as easy for you as possible to let us know if you feel that something has gone wrong. If you want to make a complaint you can contact the Council in several ways:

- In person
- By letter
- By e-mail on xxxxxxxx@xxxxx.xxx.xx
- By typetalk 18001 – 01536 402551
- By internet www.corby.gov.uk
- On the Councils Complaint Form, or Comments and Compliments Form, which are at the back of this booklet
- Through someone else, a Councillor, solicitor, friend or relative.

The Council can also accept complaints made anonymously and can still investigate the matter even though it cannot respond to the complaint.

6. What will happen when I make a complaint?

We have a simple three-stage procedure for complaints, including:

1st Stage

When your complaint is received by the Council, the nature and type of the complaint will be assessed by the relevant senior manager. The complaint will be recorded and given a unique complaint number (which will be used until the complaint is resolved.) This will help us track the progress of your complaint and assist you, if for some reason you need to contact the Council again. The relevant senior officer will then make any investigations and enquiries necessary to resolve your complaint, and respond in writing to your complaint.

2nd Stage

If you are not happy with the outcome of your complaint, if you have a further complaint, or the complaint is of a more complex nature, for example regarding the conduct of an individual employee, further investigation will be required. You will be sent an acknowledgement letter within 5 working days whilst the matter is being investigated by the Chief Executive's Office.

3rd Stage

Once the Council has given its final response, and you are still not satisfied, the complaint can then be made to the Local Government Ombudsman (Forms available from: Local Government Ombudsman, The Oaks No 2, Westwood Way, Westwood Business Park, Coventry, CV4 8JB).

7. Nominated Complaints Officers

The Council has a number of senior managers who will deal with customer enquiries, complaints and compliments. You may wish to contact the Officer in the service that closely matches your complaint. **Please see below:**

<u>Service Area</u>	<u>Type of Service</u>	<u>Contact Details</u>
Culture and Leisure	Leisure and sports centres, parks etc	Chris Stephenson E-mail: chris.stephenson@corby.gov.uk Phone: 01536 464041.
Neighbourhood Pride	Homelessness, housing allocations, housing needs and advice and repairs, home swaps & exchanges community safety, Anti Social Behaviour, CCTV	Angela Warburton E-Mail: xxxxxx.xxxxxxxx@xxxxx.xxx.xx Phone 01536 464003
Environmental Quality	Refuse Collection, street cleansing, grass cutting, fly tipping, graffiti removal, taxis and private hire vehicles, food safety, health and safety, licenses of premises/vehicles, pollution control, pest control, private sector housing, corporate maintenance of buildings.	Iain Smith E-mail:xxxx.xxxxx@xxxxx.xxx.xx Phone: 01536 464061
Regeneration and Growth	Development control, building control, conservation, listed buildings, building maintenance, tree preservations, regeneration projects	Rebecca Yee E-mail: rebecca.yee.gov.uk Phone: 01536 463186
Human Resources	Recruitment, training, and personnel matters.	Sarah Rodmell E-mail: xxxxx.xxxxx@xxxxx.xxx.xx Phone: 01536 464032
Legal and Democratic Services	Legal, land charges, house sales, Committee and Elections, Freedom of Information/Data Protection	Simon Aley E-mail: xxxxx.xxxx@xxxxx.xxx.xx Phone: 01536 464024
Financial Services	Income collection, benefits, Council Tax, NNDR (Business Rates), invoicing, insurance	Adrian Sibley E-mail: xxxxx.xxxxx@xxxxx.xxx.xx Phone: 01536 464125

Special Projects	Regeneration projects, building/capital projects – civic hub, swimming pool etc.	Peter Griggs E-Mail: xxxxx.xxxxxx@xxxxx.xxx.xx Phone 01536 464031
Chief Executives Office	Corporate and council wide services and policy issues	Helen Freeman E-Mail: helen.freeman@corby.gov.uk Phone: 01536 464673
Customer First	One Stop Shop, ICT and E-Government initiatives.	Tim Marren E-Mail: tim.marren@corby.gov.uk Phone: 01536 464676

8. Complaints Handing - Types and Categories of Complaint

The Council aims to deal with the complaints it receives in a fair honest and consistent manner. To achieve this we have set the following response times to complaints/comments etc:

- a) Acknowledgement letter within **5 working days**;
- b) Formal response to complaints within **10 working days**;
- c) Formal response to complex complaints (exceptional cases) within 20 working days;
- d) Comments, compliments or suggestions about our services will be dealt with in a similar way. They will be acknowledged within 5 working days, with any explanation necessary about why and how we perform our services, and in some cases why we cannot;
- e) Service request will be dealt within service target times.

If you consider your complaint to be related to racial discrimination or related to your sexuality, please indicate this on the Council's Complaint Form by ticking the appropriate box. Your complaint will then be investigated accordingly. Further guidance can be found in the Council's Race Equality Scheme.

9. Local Government Ombudsman

There is a right of appeal to the Local Government Ombudsman if you are still not satisfied with the Council's response. The Local Government Ombudsman is an independent national service, which investigates complaints against Council's. You can complain to the ombudsman at any time. You can contact the Local Government Ombudsman at:

Local Government Ombudsman,
The Oaks No 2,
Westwood Way, Westwood Business Park,
Coventry CV4 8JB.
Phone: 024 7682 0000.
Fax: 024 7682 0001. Website: www.lgo.org.uk

10. Freedom of Information

If you make a Freedom of Information Request the standard requirements need to be met in regard to type of request, potential costs, timescales and response rates. The latter currently set by legislation at 20 working days as covered in Corby Borough Councils Freedom of Information policies and procedures.

If your complaint is about handling a Freedom of Information request then in the first instance:

- a) Specify on the complaints form enclosed your issues returning to the Council's Legal and Democratic Services Area, contact details enclosed with this booklet;
- b) Contact our Legal and Democratic Services Area direct who will be able to assist you, contact details enclosed with this booklet.

After this if any issues remain you can also contact the Information Commissioner's Office (ICO) who provides support and assistance on Freedom of Information matters at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire.
SK9 5AF
Tel No 08456 30 60 60
Website: www.ico.gov.uk.

If you consider your complaint to be related to Racial Discrimination please tick this box.

When and how did you first tell the Council about this complaint?

Date

How ?

Visiting the
offices

By
Telephone

This is the first
time I have
complained

Other (please State).

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.....
.....

**Have you contacted the Council about
this Complaint since then?**

Name of Officers involved (if known)

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Yes

No

What do you think that the Council should do to solve your complaint?

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If you have any documents to support your complaint please enclose these. Please tick the box if you would like them returned.

To be signed by the person making the complaint

Signed

Date

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**PLEASE RETURN THIS FORM AS DIRECTED TO THE SENIOR
MANAGER FOR YOUR COMPLAINT AREA (SEE 'HOW TO COMPLAIN'),
CORBY BOROUGH COUNCIL, FREEPOST, CORBY, NN17 1BR (YOU DO
NOT NEED A STAMP)**

Access to Information

English

If you need help understanding any of our documents or require a larger print, audiotape copy or a translator to help you, we can arrange this for you. Please contact us on the telephone numbers at the bottom of the page:

Polish

Jeżeli potrzebuje Pan/i pomocy w rozumieniu tych dokumentów lub chciałby je Pan/i otrzymać większym drukiem, na kasecie audio lub skorzystać w tym celu z pomocy tłumacza, jesteśmy to Państwu w stanie zapewnić. Prosimy o kontakt pod numerami telefonów na dole strony.

Russian

Обращайтесь в нашу организацию, если вы не понимаете какие-либо из наших документов, или если вы желаете получить их отпечатанными крупным шрифтом или в аудиозаписи, а также, если вам нужна помощь переводчика. Номера телефонов для обращения по этому вопросу приводятся в конце страницы:

Portuguese

Se precisar de assistência para compreender qualquer um dos nossos documentos ou se precisar deles em tipo grande, em cassete áudio ou de um tradutor podemos tratar do assunto. Deve contactar-nos através dos números ao fundo da página:

Serbian

Ako Вам затреба помоћ у тумачењу неког од наших докумената, или ако Вам је потребан увећани штампани материјал, магнетофонски снимак или преводилац као испомоћ, можемо Вам изаћи у сусрет. Молимо Вас да нам се обратите на неки од телефонских бројева на дну стране:

Croatian

Ukoliko trebate pomoć prilikom razumijevanja bilo kojeg od naših dokumenata ili želite da bude ispisan većim slovima, ukoliko želite audio kopiju ili pomoć prevoditelja, možemo to organizirati za vas. Molimo da nam se obratite na telefonske brojeve navedene na dnu stranice:

Telephone Numbers:

01536 464000 -ENGLISH

01536 464290 - POLSKI (POLISH)

01536 464291 - РУССКИЙ (RUSSIAN)

01536 464292 - PORTUGUÊS (PORTUGUESE)

01536 464293 - SRPSKI ILI HRVATSKI (SERBO - CROATIAN)