

# Help us to help you

## South Norfolk Council customer feedback scheme

### Complaints:

We want to hear from you if you are dissatisfied in any way with a service provided by the Council, or any organisation contracted to work for the Council. Please see page 2 and complete pages 3 to 6.

### Compliments:

We are always pleased to know that we are providing a good service or that our staff are doing a good job. It helps us to know we are developing services in the right way and we always pass your comments on to members of staff. Please complete pages 3 and 6.

### Suggestions:

If you have an idea for improving services, or want to comment on what we do, we would like to hear from you. Please complete pages 3 and 6.

[www.south-norfolk.gov.uk](http://www.south-norfolk.gov.uk)



## Making a complete complaint

### Please complete pages 3 to 6

This is what we will do when you make a complaint

#### Stage One

We will acknowledge your complaint within five working days. Within fifteen working days, we will provide you with a full explanation and tell you how we will remedy the situation or we will send a progress report.

#### Stage Two

If you are not satisfied with the response at the end of Stage One, you should contact us again. We will let you know that we have received your reply within five working days and ask a Head of Service to review the complaint. Within fifteen working days, we will provide you with a full explanation and tell you how we will remedy the situation or we will send a progress report.

#### Stage Three

If you are still not satisfied at the end of Stage Two, you can ask our Chief Executive to review your complaint. He will let you know within five working days that he has received your complaint. We will send you a full response within fifteen working days. If the complaint is a complex one, he may decide to ask a panel of impartial, cross-party Members to review it at a time convenient to you. This may take longer but you will be informed. We will make appropriate independent arrangements if your complaint involves the Chief Executive.

#### Ombudsman

Stage Three is the final stage in our complaints procedure. If you are still not satisfied you can take your complaint to the Local Government Ombudsman. Please see page 7.

#### Other

We are required to handle certain complaints, such as information issues, in different ways. If this is the case, we will tell you about the procedures and your rights under them.

PLEASE PULL OUT THE CENTRE PAGES AND RETURN THIS FORM

Title: \_\_\_\_\_ Forename: \_\_\_\_\_  
Surname: \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_

How would you like us to contact you

By	Please tick	Please complete
Post	<input type="checkbox"/>	_____
Email address	<input type="checkbox"/>	_____
Daytime telephone number	<input type="checkbox"/>	_____
Fax number	<input type="checkbox"/>	_____

We ask you to complete the details on page 6 to help ensure that we deliver our services fairly and do not discriminate against any of the communities we serve.

Information on this form may be recorded on computers and is subject to provisions of the Data Protection Act 1998.

### COMPLIMENTS AND SUGGESTIONS

This is a (please tick)  Compliment  Suggestion

Please use the space below to tell us what you think if there is not enough space here, please attach a separate sheet.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_



**PLEASE PULL OUT THE CENTRE PAGES AND RETURN THIS FORM**

**Please tell us about yourself**

This information will be kept separate from your complaint, compliment or suggestion and will remain completely anonymous. You do not have to give us this information but it will help us to understand if we are delivering our services fairly to everyone.

Are you ... Male  Female   
Which age group do you fall into?

- 11 - 17  35 - 44  65 - 69
- 18 - 24  45 - 54  70 - 79
- 25 - 34  55 - 64  80+

Do you have a disability? Yes  No   
If you are able to tell us below what your disability is, we may be able to improve our service.

**Which of these groups do you consider you belong to?**

Please tick one box

- A. White**
  - British
  - Irish
  - Any other White background. (Please tell us below)
- B. Mixed**
  - White and Black Caribbean
  - White and Black African
  - White and Asian
  - Any other Mixed background. (Please tell us below)
- C. Asian or Asian British**
  - Indian
  - Pakistani
  - Bangladeshi
  - Any other Asian background. (Please tell us below)
- D. Black or Black British**
  - Caribbean
  - African
  - Any other Black background. (Please tell us below)
- E. Chinese or other**
  - Chinese
  - other ethnic group. (Please tell us below)

Thank you for completing these details

**HOW TO CONTACT US**

**In person:** At South Norfolk Council, Swan Lane, Long Stratton, Norfolk

**Phone:** To South Norfolk Council using 01508 533633

**Fax:** To South Norfolk Council using 01508 533695

**In writing:** Using this form or by letter to:  
FREEPOST RLYS - EBCH - XJLE  
Feedback, South Norfolk Council,  
Swan Lane, Long Stratton, Norwich,  
Norfolk NR15 2XE

**Email for complaints:** [complaints@s-norfolk.gov.uk](mailto:complaints@s-norfolk.gov.uk)

**Email for compliments:** [feedback@s-norfolk.gov.uk](mailto:feedback@s-norfolk.gov.uk)

**Email for suggestions:** [feedback@s-norfolk.gov.uk](mailto:feedback@s-norfolk.gov.uk)

**Internet:** Log on to [www.south-norfolk.gov.uk](http://www.south-norfolk.gov.uk)

**HOW TO CONTACT THE LOCAL GOVERNMENT OMBUDSMAN**

You can contact the Ombudsman at any time but he will usually only look into your complaint after you have been through our complaints procedure.

The Local Government Ombudsman  
The Oaks No2  
Westwood Way  
Westwood Business Park  
Coventry  
CV4 8JB

**Phone:** 024 7682 0000

**Fax:** 024 7682 0001

**Email:** [enquiries.coventry@lgo.org.uk](mailto:enquiries.coventry@lgo.org.uk)

**Internet:** [www.lgo.org.uk](http://www.lgo.org.uk)

If you need this leaflet in large print, audio, Braille, alternative format or in a different language, please call us at South Norfolk Council on 01508 533633.

You can also email [feedback@s-norfolk.gov.uk](mailto:feedback@s-norfolk.gov.uk), Fax 01508 533695 or minicom 01508 533622. We will do our best to help.



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*Original publication date: January 2006*  
*Revision date: February 2008*

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