

# We're listening

## How to give feedback on Woking Borough Council's Services

Woking Borough Council aims to provide the best possible service to its customers. That's why it's important that you tell us how we are doing and how we can improve our services to better meet your needs.

Whilst we try hard to provide a high quality service, we don't always get it right, which is why we have a formal complaints procedure in place.

As well as finding out about any complaints, we would also like to know if you have any additional comments (including compliments) about our services so that we can continue to provide a good service to you. A compliment can let staff know that their efforts are appreciated.

This leaflet explains the methods for giving us your feedback, and provides details of how to pass your comments on.

### Making a complaint – step by step

We endeavour to provide high quality services, but sometimes things do go wrong or we may fail to meet your expectations. We aim to resolve complaints as quickly as possible. To help us do so, please follow the steps listed below.

#### Step 1

Contact the service area concerned by phone or in writing. Contact details and a list of who does what in the Council can be found towards the end of this leaflet. Alternatively, you can call in to the Civic Offices, Gloucester Square, Woking, in person and discuss your complaint with a member of staff. You can also fill out the comments form at the back of this leaflet. We will try to resolve the problem on the spot, or if that's not possible, within seven working days.

#### Step 2

If your complaint is not resolved to your satisfaction, please let us know.

You can do this by filling in a 'formal complaint' form which will be passed to the Service Area Manager concerned. Formal complaint forms are available from all Council buildings or online at [www.woking.gov.uk](http://www.woking.gov.uk)

Your complaint will be dealt with by a Service Area Manager who will contact you within 14 working days.

#### Step 3

If you are still not satisfied with the Council's response, please contact us.

The details of your complaint will then be given to the Chief Executive, and you will be notified of the results of the investigation within 10 working days.

#### Step 4

If you follow the steps above but are still unable to resolve your complaint, you can refer it to the Local Government Ombudsman. The Ombudsman will give the Council the opportunity to deal with the problem before investigating further.

A leaflet with details about the Ombudsman service is available from the Civic Offices or the information can be found online at [www.woking.gov.uk](http://www.woking.gov.uk)

Alternatively, you could contact one of your Councillors, your MP or MEPs (European Parliament) regarding your complaint. Their details are available online at [www.woking.gov.uk](http://www.woking.gov.uk)

### Giving compliments or other comments

If you would like to give us positive feedback on a service you have received:

Fill in the comments form on the back of this leaflet and hand in to a member of staff.

Contact the **Head of Customer Services** by calling **01483 755855** or email [xxxxxxxx@xxxxxx.xx](mailto:xxxxxxxx@xxxxxx.xx) **v.uk**

**To help you identify the right service area, please use the following list of the Council's main services:**

**Abandoned Vehicles**  
Environmental Services

**Allotments**  
Community Services

**Arts and Cultural Events**  
Community Services

**Benefits – Housing/Council Tax**  
Resources

**Building Regulations**  
Planning and Regulation

**Car Parks**  
Environmental Services

**Centres for the Community**  
Community Services

**Controlled Parking Zones**  
Environmental Services

**Council Tax/ Business Rates**  
Resources

**Dog Warden Service**  
Planning and Regulation

**Electoral Registration**  
Secretariat Services

**Food Hygiene**  
Planning and Regulation

**Holiday Playschemes**  
Community Services

**Housing (Council)**  
Housing Services

**Land Drainage**  
Environmental Services

**Leisure**  
Community Services

**Litter**  
Environmental Services

**Local Plan**  
Policy and Performance

**Parks**  
Community Services

**Human Resources**  
Resources

**Pest Control**  
Planning and Regulation

**Planning Applications**  
Planning and Regulation

**Marketing Communications**  
Customer Services

**Public Toilets**  
Environmental Services

**Recycling**  
Environmental Services

**Refuse Collection**  
Environmental Services

**Street Cleaning**  
Environmental Services

**Taxi Licensing**  
Planning and Regulation

**Tree Preservation**  
Planning and Regulation

To give a clear idea of the kind of service you can expect from the different areas, please refer to our **Service Standards Leaflet**, available from the Civic Offices or by phoning **01483 755755**.



## Customer Comment Form

We welcome your comments and complaints as they help us to improve. Please use this form for your feedback:

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Date \_\_\_\_\_

Comments:

If you require any further information, please contact the Customer Services Manager on 01483 755855 or email [customers@woking.gov.uk](mailto:customers@woking.gov.uk)

You can also write to Customer Services at Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL

A transcript of this document can be provided for partially sighted people, either in large print or on tape.

If you require further information, call  
**01483 755855**

If you require a translation, please contact:

Se avete bisogno di una traduzione si prega contattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو اس کے ترجمے کی ضرورت ہو تو آپ ہم سے رجوع فرمائیں۔

আপনার যদি এই পত্রের অনুবাদের দরকার হয়,

তাহলে দয়া করে যোগাযোগ করুন :

**01483 750548**



**Woking Borough Council**  
Civic Offices,  
Gloucester Square,  
Woking, Surrey GU21 6YL  
[www.woking.gov.uk](http://www.woking.gov.uk)



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