

Contact **Burnley**

Burnley Council

Parker Lane

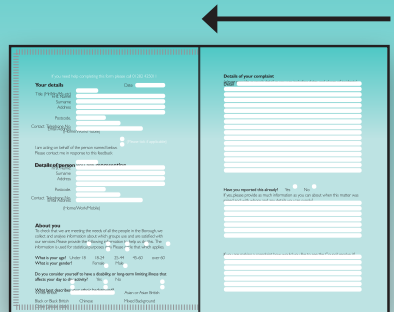
Burnley

Lancashire

BB11 2BY

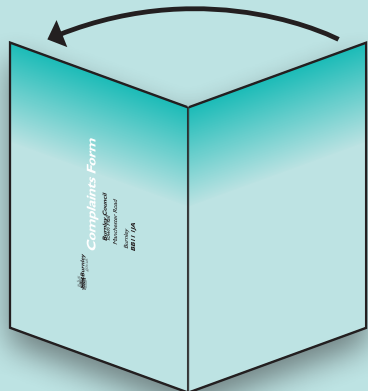
Posting instructions

1



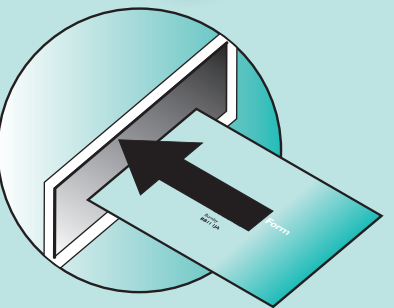
Moisten all 3 edges

2



Fold over to fix

3



Place in the post
or hand deliver to
any Burnley Council
office.

Contact **Burnley**

9 Parker Lane

Burnley BB11 2BY

01282 425011

Return this form, by free post or by hand to any council office.

Visit us at:



Contact Burnley on Parker Lane

Submit a web form:



www.burnley.gov.uk

Email us:



complain@burnley.gov.uk

Phone us:



01282 4250011 (9-5 Mon-Fri)

Write to:



Complaints, Contact Burnley,
9 Parker Lane, Burnley, BB11 2BY



Burnley
.gov.uk

پینتو বাংলা اردو

Other formats available on request
• Translation • Large Print • Audio • Braille
Phone/textphone (01282) 477114

How to Complain

about a Burnley Council service

Making a complaint to Burnley Council

We try our best to get things right, but sometimes we may get it wrong. If you feel we have:

- Done something badly or wrong
- Failed to do something we should have done
- Treated you unfairly or rudely

Then make a complaint to us and we will try to put it right. Valid complaints are important to us as they help us improve our services.

How to complain

To complain you can do any of the following:

- Return this form, by free post or by hand to any council office.
- Visit us at Contact Burnley on Parker Lane
- Submit a complaint web form: www.burnley.gov.uk
- Email us: complain@burnley.gov.uk,
- Phone us: 01282 425011
- Write to: Complaints, Contact Burnley, 9 Parker Lane, Burnley, BB1 1 2BY.

Please provide as much detail as possible to help us investigate the matter fully. Tell us where you think we went wrong and what action you think the Council can take to put things right.

You can get someone else to complain on your behalf. Your local councillor can also help you. You can find out who your local councillor is by using any of the contact methods listed above.

Please note that we do not normally accept complaints about matters that happened more than 12 months ago.

The complaints procedure will not be used for those matters for which there is a right of redress through the courts or other body. For example, if you are dissatisfied with the administration of a planning application you should complain to the Council. But if you are dissatisfied with the final decision on your planning application, then you should appeal to the Secretary of State.

Our procedure for dealing with complaints:

Stage I

The first thing we will do is try to put things right straight away. If necessary, a council manager will investigate and if required will contact you within 5 working days to let you know the outcome. If your enquiry is complex, and we cannot provide a full response within that time, we will contact you to explain any delay and tell you when you can expect a full response. Our target is to do this within 20 working days.

When you get a full response, you will also get a reply paid form asking you if you are satisfied, and explaining your right of appeal if you are not.

Stage 2- Appeals

If you are dissatisfied with the outcome of your first stage complaint, you can appeal. You can use any of the contact methods described above to make your appeal: in writing, via the website, email, telephone, in person or using this form. If you were given a case number during stage 1, please quote this in making your appeal.

Appeals are investigated by the Head of Service. The Head of Service will contact you within 5 working days to let you know the outcome. If your enquiry is complex, and we cannot provide a full response within that time, we will contact you to explain any delay and tell you when you can expect a full response. Again, our target is to do this within 20 working days.

Stage 3- the Ombudsman

If having been through the Council's complaints procedure you are still not satisfied, you can take your complaint to the Local Government Ombudsman. The Ombudsman is a national, independent investigator. Usually, the Ombudsman does not accept complaints that have not been the subject of the Council's own complaints process first.

Local Government Ombudsman
Beverley House, 17 Shipton Road, York YO30 5FZ
Tel: 01904 380200 Fax: 01904 380269

When we contact you with the outcome of the appeal we will remind you of your right to refer your complaint to the Ombudsman.



If you need help completing this form please call 01282 425011 or call in at Contact Burnley on Parker Lane.

Your details

Title (Mr/Mrs/Ms etc)

First Name:

Surname

Address

Postcode.

Contact Telephone No. Home ☐ Work ☐

Email Address

I am acting on behalf of the person named below. ☐ (Please tick if applicable)
Please contact me in response to this feedback ☐

Details of person you are representing

Title (Mr/Mrs/Ms etc)

First Name:

Surname

Address

Postcode.

Contact Telephone No. Home ☐ Work ☐

Email Address

About you

To check that we are meeting the needs of all the people in the Borough, we collect and analyse information about which groups are dissatisfied with our services. Please provide the following information to help us do this. The information is used for statistical purposes only and is voluntary. Please tick that which applies.

What is your age? Under 18 ☐ 18-24 ☐ 25-44 ☐ 45-60 ☐ over 60 ☐

What is your gender? Female ☐ Male ☐

Do you consider yourself to have a disability, or long-term limiting illness that affects your day to day activity? Yes ☐ No ☐

What best describes your ethnic background?

☐ White British
 ☐ White-Other
 ☐ Asian or Asian British
☐ Black or Black British
 ☐ Chinese
 ☐ Mixed Background
☐ Other (please state)

Details of your complaint. Continue on separate sheets if required.

Please provide as much detail as you can, including dates and places of incidents.

Have you reported this already? Yes ☐ No ☐

If yes, please provide as much information as you can about when this matter was raised and with whom and any details you can supply.

How would you like to see the Council resolve your complaint?