

## About you

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

### Are you:

☐ Male ☐ Female ☐ Transgender

### What age group do you fit into?

- ☐ 10 or under
- ☐ 11-17
- ☐ 18 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 – 74
- ☐ 75 or over

### Do you consider yourself to be from a black or minority ethnic background?

Yes ☐ No ☐

### Do you consider yourself to have a disability?

Yes ☐ No ☐

### Return to:

**Somerset County Council,  
Compliments, Complaints or Comments,  
Customer Contact,  
FREEPOST NAT9109  
Taunton,  
Somerset TA1 4ZA**

## How do I make a complaint, compliment or comment?

You can find out more or 'do it online' through the Council's website:

<http://www.somerset.gov.uk/telluswhatyouthink>

or:

- by completing this form.
- by email (xxxxxxxxxxxxxxxx@xxxxxxxx.xxx.uk).
- by text (07781 482858).
- or by 'phone 0845 345 9166.

## Our commitment to you

- We will use your feedback to help us improve our services.
- Complaints will be dealt with honestly, politely and in confidence.
- We aim to settle most complaints quickly and informally either by putting matters right or by giving you an explanation.
- We will tell you what we are doing to put things right.
- We aim to provide a full response to complaints within 10 working days.

## Data Protection Statement

Your personal data will be held and used by Somerset County Council (SCC), in accordance with the Data Protection Act 1998. SCC will not disclose this information to any unauthorised person or body. However, this information may be used by SCC to:

- help improve services
- deal with complaints and comments
- prevent and detect fraud or crime



RNID typetalk

To request this document in an alternative format, please contact us.

Design & Print Southwest One 01823 355045 Version 1

# Tell us what you think



We hope you are happy with the services we provide. However, there may be times when you wish to raise a concern or make a comment or a compliment about the service you have received. Your feedback, positive or negative, will be taken seriously and we will use it to help improve the services we provide.

PROVIDING FOR LIFE  
[WWW.SOMERSET.GOV.UK](http://WWW.SOMERSET.GOV.UK)



When you make a comment about the service you have received, it will be passed on to the relevant manager to see if it can help us do things better.

## Complaints

You should follow our complaints procedure when you are unhappy with:

- The standard of service you received from us.
- Our response to a request for service.
- Our actions.
- The behaviour of a member of staff.
- The way you have been treated - we take incidents of bullying, harassment or unfair treatment very seriously.

The procedure is not for when:

- You are making an initial request for a service such as reporting a faulty street light or a pothole. We need the chance put things right once you have brought a problem to our attention.
- A separate appeals procedure exists or a legal option is open to you, for example planning applications or schools admissions policy.
- Your complaint is about policies set by other organisations, such as student finance.

Some services have special procedures for dealing with complaints or comments. We will let you know if these apply when you contact us.

Somerset County Council follows a three stage complaints procedure that tries to resolve problems as quickly as possible to the satisfaction of everyone involved.

## Stage 1

Your complaint will be passed to the person who can best deal directly with it, and is responsible for providing the service. We aim to resolve most complaints at this stage.

## Stage 2

If you are unhappy with the outcome at stage one, you can contact us to take the matter further. We will forward your complaint to a senior manager outside the service you are complaining about, who will carry out a formal investigation.

### Stage 3

If you remain unhappy with the outcome our Chief Executive, who has overall responsibility for dealing with complaints, will review the way your complaint has been investigated and the outcome on your behalf.

If, at the end of this process, you are not satisfied you can contact the Local Government Ombudsman.

Local Government Ombudsman:  
PO Box 4771, Coventry CV4 0EH

Tel: 0845 602 1983  
Fax: 024 7682 0001  
Website: <http://www.lgo.org.uk>

[illegible]