

Making a Complaint

Help us to make a difference...

...Tell us what you think



Amber Valley Borough Council is committed to making a difference for Amber Valley.

If you're unhappy with any aspect of our service please let us know. We know we don't always get it right but we can't do anything about it if we're not aware there's a problem in the first place. When things go wrong we want to know so that we can use the information to put things right. This leaflet explains how you can make a complaint about a council service.

There are a number of ways you can make your complaint:

- You can fill in the complaints form on our website or print off a copy of the form to fill in by hand
- You can come into the Council offices and fill in a complaints form
- You can telephone us at 01773 570222 or ring the officer you are dealing with on their direct line
- You can come into the Council offices at the above address

We will acknowledge your complaint within 5 working days if we are not able to sort out the matter there and then. We will aim to give you a response to your complaint within 10 working days. Where this is not possible, because the complaint is complex or there are a number of parts to the complaint, we will keep you up to date on progress at regular intervals. All complaints will be dealt with confidentially.

Amber Valley Borough Council is committed to ensuring our services are accessible and are designed to meet the diverse needs of Amber Valley communities. We will ask you for information about yourself to make sure we are meeting this commitment. You do not have to give this information if you do not wish to.

There are 3 stages in the procedure...

Stage 1

In the first instance we would ask you to raise your concerns with the team providing the service. They will look into the complaint and try to put things right. We hope that most complaints can be resolved at stage one. You will be kept informed of progress regarding your complaint.

Stage 2

If we are unable to resolve your complaint at stage one, you can ask it to be referred to the person in charge of the department concerned, the Chief Officer, for investigation. There may be occasions when it is decided that your complaint should be investigated by another Chief Officer outside of the department. You will be kept informed of progress and we will aim to respond to all complaints within 10 working days, although complex complaints may take longer.

Stage 3

If you are still unhappy with the way we have dealt with your complaint you can contact the Local Government Ombudsman. The Ombudsman is impartial and is independent of the government and local authorities.

The Local Government Ombudsman has a leaflet called 'Complained to the council? Still not satisfied?'. You can visit the Local Government Ombudsman's website or you can pick up a leaflet from our offices. You can also contact the Ombudsman direct at :

The Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

www.lgo.org.uk/

Email: xxxxxx@xxx.xxx.xx

Tel: 0300 061 614 or 0845 602 1983

Text "callback" to 0762 480 4299

What you can expect from us

In compliance with the Data Protection Act, all information you give will be strictly confidential. We will ensure that we use information from complaints to improve council services.

We also welcome any other views you have about our services and any suggestions for improvement.

Councillor complaints

If you want to complain about the conduct of a member of Amber Valley Borough Council or a Member of one of our town/parish councils please put your complaint in writing to The Standards Committee, Amber Valley Borough Council, Town Hall, Ripley, DE5 3BT or complete the code of conduct complaints form available on the Council's website.



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Amber Valley Borough Council, Town Hall, Market Place, Ripley, Derbyshire, DE5 3BT.

www.ambervalley.gov.uk Tel: 01773 570222