




Safer, cleaner, ambitious  
**Nottingham**  
A city we're all proud of

If you require this information in an alternative language, large font, Braille, audio tape or text only version, please call Nottingham City Council Customer Relations on 0115 915 4950

 The information you have supplied will only be used to help us handle your feedback more effectively and to improve the service to our customers. It will not be shared outside the Council without your consent. The information which you have supplied for monitoring purposes will not be used in any way from which you can be identified. This data will only be kept for a period of 5 years.

**FOR OFFICE USE ONLY**

Reception Area Code:

RE-1098-01-08

Nottingham City Council

# customer complaints

 Tell us when we don't get it right

 customer care and complaints

**We want to give you the best possible service but we know that we don't get it right all the time. This leaflet tells you about our complaints procedure which you can follow if things go wrong.**

### Have your say

Is our customer feedback scheme which you can use to:

- Compliment us – when you are happy with a service
- Comment – when you have a suggestion about how we can make our services better for you
- Complain – when we don't get it right.

You can have your say by:

- Calling us on **0115 915 4950** (8.30am – 4.50pm Mon-Fri) or **0115 915 4848** (24hr answerphone)
- Emailing us at **customerrelations@nottinghamcity.gov.uk** quoting 'have your say'
- Completing a form online at **www.nottinghamcity.gov.uk/haveyoursay**
- Speaking to a member of staff
- Picking up a form at any reception point.

## Step-by-step guide to our official complaints procedure

**1** If you wish to make an official complaint you can **fill out the form contained within this leaflet**, or alternatively you can email us at **customerrelations@nottinghamcity.gov.uk** quoting 'official complaint', call us on **0115 915 4950** or complete the form online at **www.nottinghamcity.gov.uk/complaints**



**2** We will acknowledge your complaint and tell you who will investigate it.



**3** We will investigate your complaint and send a written response within 14 calendar days. However, if your complaint is complicated, we will send you a letter informing you of a date by which we will be able to respond.



**4** If you are still not satisfied with our response then you can **appeal**. We will include a leaflet with our response which explains the appeals process.



**5** When we have investigated your complaint and appeal, if you are still not happy you can contact the **Local Government Ombudsman**. See overleaf for contact details.



**6** Before completing the form please see overleaf for **exceptions**.

If you need more help or you are not sure about what to do please contact us on **0115 915 4950**. A minicom facility is available on the same phone number. Alternatively email us at: **customerrelations@nottinghamcity.gov.uk**

## Exceptions

If your complaint is about any of the following, please contact the relevant service area on the number provided:

- **Social Care Services** 0115 915 0310
- **Children's Services** 0115 915 0901
- **Anti-Social Behaviour** 0115 915 2020
- **Recruitment and Selection** 0115 915 4624
- **Parking - Penalty Charge Notices** 0115 915 6655
- **Nottingham City Homes - contact Nottingham City Homes Customer Relations** 0115 915 7400

## Local Government Ombudsman

If you wish to contact the Local Government Ombudsman and ask them to look at your complaint, you can write to them at:

**Local Government Ombudsman**  
**PO Box 4771**  
**Coventry**  
**CV4 0EH**

Telephone: **Local Government Ombudsman Advice Team 0845 602 1983**  
**Mon-Fri 8.30am to 5pm**

Email: **xxxxxx@xxx.xxx.xx**

Text: **07624 804 323**

Visit: **www.lgo.org.uk**

## Official complaint form

### FOR OFFICE USE ONLY

Customer's Complaint Reference .....  
Complaint Category .....  
Customer's document(s) to be returned? YES ☐ NO ☐  
Ward..... AC.....

In order to help us process your official complaint quickly, the following form will help us gain as much information as possible about your complaint.

If you are unable to provide some of the information, then please feel free to leave that part of the form blank.

Please fill in your personal details in BLOCK CAPITALS below

### Your details

Title Mr ☐ Mrs ☐ Miss ☐ Ms ☐

Other (please give us details) .....

First name .....

Surname .....

Your address .....

.....

..... Postcode .....

Email address .....

Contact phone number .....

Is there anything we can do to make it easier for you to use our service?  
For example, if English is not your first language or you have a disability,  
please tell us how we can help you.

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## Your complaint

What service(s) would you like to complain about?

.....

Please give details of your complaint here and let us know what we can do to put things right. If you need more space, feel free to attach another sheet of paper.

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Have you already contacted anyone at the Council about your complaint?

YES ☐ Date..... Who .....

NO ☐

If you have enclosed any letters or documents about your complaint, would you like them returning to you?

YES ☐ NO ☐

Signed ..... Date .....

Please send this form back to us at the **freepost** address below. Thank you.

**Nottingham City Council, Customer Relations,  
FREEPOST NG6181, The Guildhall, Nottingham NG1 4AU**

### FOR OFFICE USE ONLY

Section:

Dept:

Ward:

## Equal Opportunities (Optional) Complaints

We want to provide services which meet your needs. You can help us to do this by providing the following information. Please tick the appropriate answer.

Are you male or female? ☐ Male ☐ Female

How old are you?

☐ Under 18 ☐ 18-24 ☐ 25-44 ☐ 45-59  
☐ 60-64 ☐ 65-74 ☐ 75 or over

Do you consider yourself to be a disabled person? ☐ Yes ☐ No

Do you have any long term illness, health problems, or disability that, with or without the use of aids or medication, limits your daily activities?

☐ Yes ☐ No

Which would you say best describes your ethnic origin?

**White**

☐ British ☐ Irish  
☐ Other White background (Please give us details) .....

**Mixed**

☐ White & Black Caribbean ☐ White & Black African ☐ White & Asian  
☐ Other mixed background (Please give us details) .....

**Asian or Asian British**

☐ Indian ☐ Pakistani ☐ Bangladeshi  
☐ Other Asian background (Please give us details) .....

**Black or Black British**

☐ Black Caribbean ☐ Black African  
☐ Other Black background (Please give us details) .....

**Chinese or other ethnic group**

☐ Chinese ☐ Gypsy / Roma ☐ Traveller of Irish Heritage  
☐ Other ethnic group (Please give us details) .....

**What religion are you?**

☐ Buddhist ☐ Christian ☐ Hindu ☐ Jewish ☐ Muslim  
☐ Sikh ☐ None ☐ Other (Please give us details) .....

**What is your sexual orientation?**

☐ Heterosexual / Straight ☐ Gay Man ☐ Lesbian / Gay Woman ☐ Bisexual  
☐ Other ☐ Prefer not to say