

Complaints process

If you are dissatisfied with our actions, lack of any actions, or the standard of service provided by us, let us know. This gives us the opportunity to put things right and review the way we do things in the future. You can complain:

- By filling in the form opposite
- By letter, email, or via our website
- By telephone or fax
- In person

Full contact details are on the front of this leaflet.

What happens after you make a complaint?

We will acknowledge your complaint within five working days. We aim to send a full response within 15 working days.

One of our senior managers will carry out an investigation and provide a full written response (either by letter or email if requested). If we agree that your complaint is justified we will see if we need to make any changes to our procedures or systems.

If you let us know if you are unhappy with the response you get from the first investigation we carry out, we can refer it to an independent senior manager who will review it.

If you are still unhappy with the response we give you after this second reply, you can refer your complaint to the Local Government Ombudsman (address below).

We will send you a referral form with the response from the senior officer at the end of our internal procedure.

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

Compliments, Comments and Suggestions

Compliments let us know when you are happy with our services. They help us to know what we are doing well and how we can improve other services. Comments and suggestions give us information on where we can improve services, save money, or provide information to you. These can be on any aspect of the service we provide.

Compliments, comments and suggestions are passed to the appropriate service area or staff member. Where requested, we will acknowledge your feedback.

If you are unhappy about the way we have dealt with a complaint about data protection or freedom of information, please contact the Information Commissioner:

Office of the Information Commissioner
Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel 01625 545 745. www.ico.gov.uk

Appeals

We have a separate process for appeals against Council decisions, such as parking fines, planning, council tax or housing benefits decisions. These usually result from statutory or legal requirements. In these instances we will let you know what the appeal process is.

What do you want to tell us?

(This form gives us the basic information we need to deal with your complaint or comments. If you need more room, please use a separate sheet of paper and attach it to this form)

*Please use this form to detail your complaint, compliment or suggestion. Please provide as much detail as possible – names, dates, account reference etc. **Please complete the back of the form too, then send it to the address on the front or drop it into the Customer Service Centre***



Please turn over

What do you want the Council to do to put things right? (if this applies)

If you are making a formal complaint, or would like a response to your general feedback, please fill in the following details:

Your full name _____

Address _____

Postcode _____

Telephone/contact time _____

Mobile phone number _____

Email address _____

**if you would like us to email your response please tick this box*

How information about you will be used

In accordance with our responsibility under the Data Protection Act, you should be aware that the personal information you are giving will be held and may be passed to other services of the Council, so that you are provided with the best possible support. We may share your information with external organisations or individuals where we have a legal obligation to do so, for example, to prevent and detect fraud and corruption.

If you would like this information in another format, such as large print or braille, please phone 01392 277888.



Exeter City Council

We're listening...



Complaints and other feedback

**Customer Service Centre
Civic Centre
Paris Street
Exeter EX1 1JN**

**website: www.exeter.gov.uk/feedback
email: customer.services@exeter.gov.uk
telephone: 01392 277888
facsimile: 01392 265265**