

# Comments, Compliments and Complaints

*"Tell us what's on your mind . . ."*



A Guide to the  
Corporate Feedback Policy



If you would like this information in another language, large print or Braille, please contact us on 01507 601111.



# Why do we want Feedback?

We are constantly striving to improve our services to our customers. Collecting feedback enables you to tell us where we are getting things right, and where we can do better.

We also welcome any comments or suggestions you may have about any Council service. We will use your feedback to learn from any mistakes we might make and to shape our services for the future. We all feel happy when a complaint is sorted out quickly and efficiently – We aim to do this every time!





# Feedback Policy

## Our Feedback Policy aims to be:

- Open and honest – we will share information with you and will admit and apologise for any mistakes. We will deal with all complaints courteously, systematically and fairly.
- Easy-to-use – all information will be written in plain English and will be easy to understand.
- Available to all – we will make sure our Feedback Procedure can be accessed by any person of any age, regardless of race, religion or disability.
- Well publicised – we will advertise our Feedback Procedure in leaflets and on posters in every Council building and on our website. We will also include details of our Procedure in public newsletters and Council information booklets. In all publicity we will inform you of the ways you can provide feedback to us.
- Thorough, rigorous and prompt – we will thoroughly investigate each complaint received, within our stated timescales. We will keep you informed of progress and the outcome of any investigation.
- Confidential – the details of any form of feedback will only ever be disclosed to employees on a 'need to know' basis.





# Compliments

If you feel that a service has performed well, or if a member of staff has been particularly helpful, please let us know. It is always nice to receive a compliment, and it is useful for Team Leaders to know that their team are performing well.

We will write to you to acknowledge receipt of your compliment and to let you know that it has been passed on to the team/staff member that you have complimented.

# Suggestions

If you would like to make a suggestion about the Council or any of our services we would like to hear from you. We will acknowledge receipt of your suggestion and will forward it on to the relevant officer to consider. They will write to you within ten working days and will let you know whether your suggestion has been adopted. If it has not been adopted you will be given a reason.





**Our definition of a complaint is:**

**“Any expression of dissatisfaction or concern about the way in which a service is provided, the standard of that service or a lack of action on the part of the Council or its employees”**

This may include where a service:

- Has not met a required service standard
- Has been unreasonably delayed
- Has not been provided
- Has been withdrawn
- Or a staff member has acted in an unreasonable manner





# Not a complaint

We will accept all types of feedback, however, the Corporate Feedback Procedure is not intended to cover:

- Requests for a service
- Requests for information or an explanation of Council policy or practice
- Complaints about formal decisions taken by a Committee or those delegated to Management Team
- Matters for which there is an existing right of appeal (either within the Council itself or to an independent tribunal) or a legal remedy
- Complaints about councillors
- Complaints made more than 12 months after the events complained about unless there are exceptional circumstances as to why the complaint could not have been brought within this time
- Complaints by officers about services provided by other officers
- Missed refuse bins
- It is an objection to a Planning Application

**Safeguarding** - "the process of protecting children and vulnerable adults from abuse and/or neglect from others"

If a complaint is of a safeguarding nature, this will be dealt with by reference to our safeguarding policy, a copy of which is available on our website.

## First Contact

We will always try and resolve your complaint straight away. At first contact your complaint will be allocated to the relevant team who will endeavour to resolve your issues or requests for action on the spot. If the matter cannot be resolved at first contact by an Officer of the Team concerned you will be advised to make a formal complaint. This should be made in written form where possible – either on a Complaints Form (which will be supplied on request) or by letter or email.






# Formal Complaint


## Stage 1

Your complaint will be received by the Council's Information Governance Officer who will send acknowledgement of receipt of your complaint within three working days. Your complaint will then be allocated to the relevant Team Leader who will conduct a thorough investigation of your complaint and will provide a response directly to you within 15 working days. Where this is not possible, prior to the deadline, we will offer a full explanation and advise you of an estimated date of response.

## Stage 2

If you are not satisfied with your Stage 1 response, you have the opportunity to move to Stage 2 of our Corporate Complaints Procedure. At this stage your complaint will be referred to the Chief Executive, or an independent representative acting on his behalf. They will be given all the past complaint information and will conduct a thorough review of the investigation and the response provided to you at Stage 1. They will write to you with the outcome of their review within 20 working days. If it is not possible to meet this deadline, we will offer an explanation and advise you of an estimated date of response.





## What if you are still not satisfied?

If your complaint has been through our system and you feel that it has still not been resolved to your satisfaction you may ask the Local Government Ombudsman to investigate.

The Ombudsman is an independent investigator who looks into maladministration complaints against local authorities.

You may ask the Local Government Ombudsman to investigate your complaint at any time, however, the Ombudsman will usually only investigate complaints that have been through the Council's complaints system first, in order that the Council has had a fair chance to investigate.

You may contact the Ombudsman at the following address:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Advice Line: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)



# How to contact us

- Telephone us on:** 01507 601111
- In Person:** Call into any Council building
- Email us on:** [feedback@e-lindsey.gov.uk](mailto:feedback@e-lindsey.gov.uk)
- Internet:** Go online and submit an electronic form:  
[www.e-lindsey.gov.uk](http://www.e-lindsey.gov.uk)
- Contact your Local Councillor:** Names and addresses of all East Lindsey Councillors are available online and from the Council's offices or by telephoning Customer Services on 01507 601111
- In writing:** Feedback  
East Lindsey District Council  
The Hub & Willow House  
Mareham Road  
Horncastle  
Lincolnshire  
LN9 6PH



# Feedback Form

Please use the feedback form overleaf to register your compliment, suggestion or complaint.

We do ask that you provide contact details in order that we may contact you should we require any further information and to let you know the outcome of any investigations.

You may make a complaint anonymously, although we may not be able to investigate your complaint in the same way. It will be at the Team Leader's discretion whether the complaint is investigated or not. We will not be able to let you know the outcome of your complaint if you do not let us know how to contact you.

The information you supply on this form will be retained. All personal information will be processed in accordance with the law, particularly the Data Protection Act 1998, and you have the right to see records relating to yourself.

We are committed to providing an equal service to all our customers. In order to help us achieve this, we ask that you provide details in the Equal Opportunities section of the form. It is not compulsory that you complete this section, although it is very useful for us, so that we can continue to monitor that we are meeting our requirements.



Once you have completed the form, please either return to any Council building, where it will be forwarded to the Information Governance Officer, or send it to:

Feedback  
East Lindsey District Council  
The Hub & Willow House  
Mareham Road  
Horncastle  
Lincolnshire  
LN9 6PH



# Customer Feedback Form

Please use this form to provide details of any feedback.

Name:

Address:

Email:

Tel no:

Date:

Please tick:

Complaint

Compliment

Suggestion

Please tell us which service your feedback is about:

Have you previously provided feedback in relation to this matter?

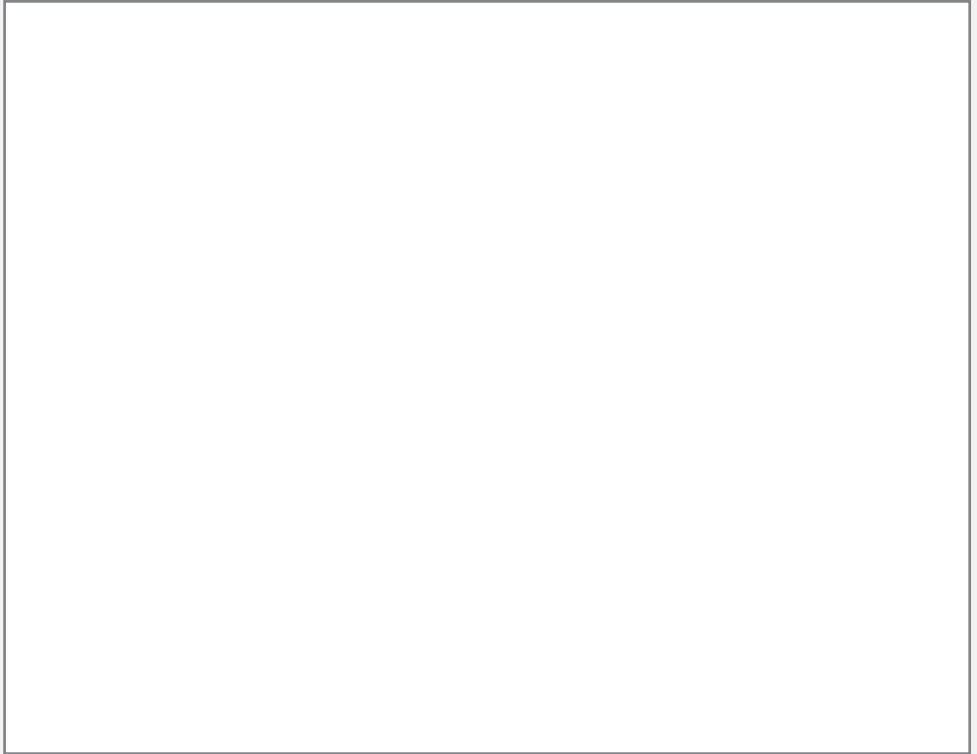
No  Yes

Please tick if you want to be anonymous

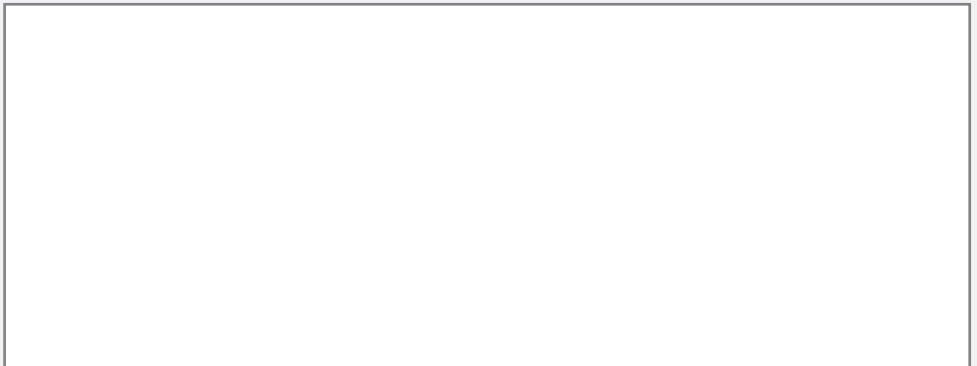
Do you want feedback? No  Yes



## Details of Feedback



What would you like to happen?



Please continue on a separate sheet if necessary

# Equal Opportunities

East Lindsey is an Equal Opportunities Council, and as such we would like to collect information on all the customers who use our Feedback Procedure, in order to ensure that we are not unknowingly discriminating against any of our service users. As with any details given in this form, all information will be kept strictly confidential.

Age:  Under 16     16-19     20-24  
 25-59     60-64     65+

Gender:  Male     Female

Do you consider yourself to have a disability?  Yes     No

Ethnicity:  British     Indian  
 Irish     Pakistani  
 Any other white background     Bangladeshi  
 African     White + Asian  
 Caribbean     Any other Asian  
 Any other black background     Chinese  
 White + black Caribbean     Any other ethnic group  
 Any other mixed





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[www.e-lindsey.gov.uk](http://www.e-lindsey.gov.uk)

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