

We're listening to you

Tell us what you think

How to make a Comment,
Compliment or Complaint.

We want to hear from you



At Malvern Hills District Council, we are always seeking feedback from our customers so that we can ensure you receive the best possible service from us.

Asking you if we have got it right enables us to capture all of your valuable feedback and make any changes necessary to ensure that your experience in dealing with us is a positive one.

You can always talk informally to one of our Customer Service Advisors who are more than happy to discuss any aspect of our services with you. However, you can also use our feedback system to make a comment, compliment or a complaint. This leaflet tells you how to use this system and what you can expect if you choose to do so.

Have we got it right?

If we have...

We would love to hear from you with your compliment on any of our services – please use the form at the back of this leaflet, telephone us on **01684 862151**, visit us on line **www.whub.org.uk** or e-mail your compliment **Worcestershirehub@malvern hills.gov.uk**

If you would like to make a suggestion or comment that might help us to review a service

We welcome your suggestions or comments about any of our services - please use the form at the back of this leaflet, telephone us on 01684 862151, visit us on line www.whub.org.uk or e-mail your compliment to: **Worcestershirehub@malvern hills.gov.uk**

If you feel we have got it wrong...

When you notify one of our customer service advisors of your complaint they will try and resolve the matter at the first point of contact. If this is not possible, your experience in dealing with us will be formally reviewed within stage 1 of our procedure. To enable us to do this you can register your feedback in a number of ways.

Visit:

The customer service centre, Graham Road, Malvern, Worcs, WR14 4HU.

Telephone: 01684 862151

E-mail: **worcestershirehub@malvern hills.gov.uk**

Or,

Complete the form in the back of this leaflet or submit your form online by visiting **www.whub.org.uk**

When should you complain?

We want to know

- If the service you have received is not better than you expected.
- If we have done something wrong
- If we have not done something we said we would
- If we have treated you unfairly or discourtesy

What we need to know

- Your Name
- Where and how we can contact you
- The details of your complaint and how the problem came about
- What you would like us to do to put things right

What you can expect from us

- Our staff to be polite
- We will investigate your complaint fully and fairly.
- We will treat your complaint in confidence and we will not discriminate against you in the future because you have complained.
- We will keep you informed at all times
- If we have made a mistake, we apologise and will try to put right what has gone wrong as quickly as possible.
- We will aim to use information gathered from complaints to improve our services

There are some things we are unable to change.....

We can not change some of our actions or procedures if they are required by law, but we will always explain why this is the case. We will aim to tell you who else you can contact if you are unhappy, such as your MP.

What will happen to your comment, compliment or complaint?

When we receive a comment or compliment from you, we will acknowledge this within 2 working days. We may even be able to fully respond to you within this time limit, although if we need to undertake further investigation regarding your comment, we will fully respond up to a maximum of 12 working days. The service manager responsible for the area that your comment or compliment relates to, will also talk about your feedback at his/her team meeting¹. This helps team members to collectively recognise our customer's needs.

What will happen to my complaint?

If a customer service advisor has been unable to resolve your complaint at first point of contact then you will receive an acknowledgement within 2 working days. We aim to fully respond within 12 working days, however if further investigation is required and the matter is more complicated we may take a little longer to fully investigate. If this is the case, we will contact you and let you know when you can expect a further response from us

¹ *Any feedback shared with officers of the council through team meetings will be done on a factual basis and will not involve sharing of any personal details relating to you.*

If you are not happy with the response and wish for your complaint to be re-investigated at a more senior level – you do not have to send us your complaint details again. Simply let us know why you are not satisfied and we will arrange for your complaint to be escalated to Stage 2 of our process. Furthermore, Stage 3 of our procedure involves a standards panel who will independently review your complaint and we can arrange for escalation to this level also, if you are not satisfied with the outcome from stage 2.

If you are dissatisfied with the response after the final stage of our procedure then you may wish to contact the Local Government Ombudsman. However, the ombudsman is unlikely to consider your complaint unless it has been investigated by us first, so please give us the opportunity to respond to you.

The Local Government Ombudsman is an independent body appointed to review the actions taken by any District or County Council; you can contact the Ombudsman by using the forms available from our Customer Service Department or at the following address:

Jerry White
Local Government Ombudsman
The Oaks No 2
Westward Way
Westwood Business Park
Coventry CV4 8JB
Fax: 01904 380269

The Local Government Ombudsman website can provide further information <http://www.lgo.org.uk/>

You can involve your local councillor in your complaint at any stage. They will be able to give you advice and assistance. Details of all the district councillors are available on our website www.whub.org.uk or from our Customer Service Centre by telephoning 01684 862151.

If you have a complaint you wish to make regarding a councillor then please contact Customer Services who will be able to advise you on our procedure for this.

Visit:

The customer service centre, Graham Road, Malvern, Worcs, WR14 4HU.

Telephone: 01684 862151

E-mail: worcestershirehub@malvernhills.gov.uk

Comments, Compliments or Complaints

Name:

Address:.....

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Telephone number:

Your Comment, Compliment or Complaint:

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If you are making a complaint, How would you like us to put things right?

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Have you contacted us before on this matter?

Yes No

If so, when

and to whom.....