

MALVERN HILLS DISTRICT COUNCIL

Tell us what you think
A guide to compliments and complaints

Visit

www.malvern hills.gov.uk/compliments-and-complaints
or telephone 01684 862151

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A guide to compliments and complaints





Our aim is to deliver services correctly first time. However, we know there are occasions when things go wrong. When that happens it's important you tell us so we can take action.

When should I complain?

Please let us know if:

- There are delays receiving a service or responding to a service request
- The service you received was not as you expected
- You were treated in an unprofessional way



How do I complain?

Complaints can be made 24/7 by visiting www.malvern hills.gov.uk/compliments-and-complaints to ensure the quickest resolution. You can

also telephone **01684 862151**, visit one of our Customer Service Centres to complain in person, or write to: **Compliments and Complaints, The Council House, Avenue Road, Malvern, WR14 3AF**

We will need the following information:

- Your name, address and contact details
- What you are complaining about
- When it happened or should have happened
- Why and how you think we should have done things differently
- What you think we should do to put things right

All complaints will be treated as confidential and personal information will not be revealed to anyone outside of Malvern Hills District Council without your permission. You can also ask someone else to make the complaint for you, such as your local district councillor.

What happens when I complain?

Your complaint will be acknowledged within two working days.

A full investigation will then take place by the service involved and we will respond within 12 working days.

We will then provide an explanation and, if required, an apology and details of what we will do to put it right.

If you are not happy with the response then you can ask for it to be investigated

by a senior manager from another department who will send you their findings within 15 working days. In some cases investigations can take longer but you will be informed if that is the case.

What if I'm still not satisfied?

You can ask the Local Government & Social Care Ombudsman to investigate by writing to:
Local Government & Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH
www.lgo.org.uk
Telephone: **0300 061 0614**
(Monday to Friday 8.30am to 5pm)

Will you deal with all complaints?

Some things cannot be dealt with through the complaints process. These include:

- A request for a service i.e missed bins (unless there has been a repeated service failure).
- The conduct of a councillor. These will be forwarded to our Monitoring Officer.
- Where a crime may have happened. These should be directed to the police.
- When the issue is the responsibility of another organisation.
- Disagreements over policy decisions or those of the Government.
- Where there is a separate appeals process such as is the case with planning or parking fines.

- Complaints which are more than 12 months old.

Unreasonable complaints

Unreasonable, vexatious or persistent complaints will be dealt with in line with our Unreasonable Complaints Procedure, available on request.



What if I want to compliment the council or make other suggestions?

Compliments can be made about an overall service, department or individual member of staff by visiting www.malvern hills.gov.uk/compliments-and-complaints Alternatively call or write to us using the details given earlier in this leaflet.

