

Have you spoken or written to anyone about this before?

Please tick the correct box

Yes

No

If you answered 'Yes', please give us details of when and to whom you spoke, or wrote to.

All complaints are acknowledged automatically, if you are making a comment or giving a compliment, would you like us to acknowledge it?

Please tick the correct box

Yes

No

If you answered 'Yes', we will acknowledge your comment or compliment within five days.

Please indicate which method you would like us to acknowledge your comment, compliment or complaint. Please tick the correct box

In writing

Over the telephone

By email

Please note that you will need to have provided us with the above contact method information on Page 1 of this form.

Thank you for completing this form

**Please return to Customer Services,
EEBC, Town Hall, The Parade, Epsom, Surrey, KT18 5BY**

This information is recorded on a computer system and will only be used by the Customer Services department within the Council for the purposes of helping to deal with your comment, compliment or complaint, so they can give advice or information needed. Your personal data will not be made available to any other department within the Council or to any third parties without your consent, in accordance with the GDPR 2018. If you have any questions, please get in touch with our Customer Services on 01372 732000.

Customer Services

Town Hall, The Parade, Epsom, Surrey, KT18 5BY
tel 01372 732000

last updated 16 October 2018 - Comments, Compliments and complaints Procedure - Ref.

**EPSOM
& EWELL**
BOROUGH COUNCIL



FEEDBACK

Comments, compliments and complaints

-serving the community

Telephone: 01372 732000

Text: 07950 080202

contactus@epsom-ewell.gov.uk

www.epsom-ewell.gov.uk

If you would like a copy of this document in large print, on tape or in Braille, please contact 01372 732000

If you require a translation in your language, please contact:

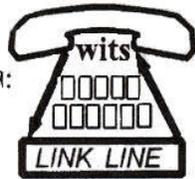
ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

જો તમને પોતાની ભાષામાં ભાષાંતર જોઈએ છે, તો મહેરબાની કરીને સંપર્ક સાધો:

Se necessitar de uma tradução, contacte por favor:

যদি আপনার নিজের ভাষায় অনুবাদ চান তাহলে অনুগ্রহ করে যোগাযোগ করুন:

اگر آپ کو ترجمہ اپنی زبان میں چاہئے تو براہ مہربانی رابطہ کریں۔



01483 750548



Comments, Compliments and Complaints Form

We need the information we are asking for so that we can deal with your compliment, comment or complaint properly.

About you		
Please fill in the following details:		
Title (eg Mr, Mrs)		
First name		
Surname		
Address		
Postcode		
Phone number (day)	(evening)	
Email address		
Is this a comment, compliment or complaint		
	Comment	
	Compliment	
	Complaint	

What do you want to tell us?

What happened or didn't happen (details about your comment, compliment or complaint)? Please continue on a separate sheet of paper if necessary. Please be specific eg dates, names and sequences of events.

Making a complaint about a Councillor

If you want to complain about the conduct of a Member of Epsom & Ewell Borough Council, please submit your complaint to:

The Monitoring Officer
Epsom & Ewell Borough Council
Town Hall,
The Parade
Epsom, Surrey, KT18 5BY

Or email monitoringofficer@epsom-ewell.gov.uk

Please provide your name, address and other contact details and your status ie whether you are a member of the public, an elected or co-opted member of an authority, employee of the authority etc.

You will also need to provide the name of the councillor against whom you are making the complaint and explain what the councillor has done that you believe breaches the code of conduct.

It is important that you provide all the information about exactly what you are alleging the councillor said or did. For example, instead of just complaining that the councillor insulted you, you should state what it was they said.

The Monitoring Officer will decide whether your complaint should be considered by the Standards Committee. The Standards Committee can only deal with complaints about the behaviour of a councillor. It will not deal with complaints about things that are not covered by the Member's Code of Conduct. If you make a complaint about a councillor, it must be about why you think the councillor has not followed the Code of Conduct.

It may be possible to resolve your complaint without recourse to formal investigation and hearing. In such cases it is important that appropriate action to seek to achieve resolution of the matter is undertaken without delay. Please advise if you are NOT willing for attempts to be made to seek early informal resolution of your complaint. If you for not indicate, the Monitoring Officer will endeavour to seek resolution of your complaint prior to it being submitted to an assessment sub-committee of the Standards Committee. To assist the informal resolution process, please could you describe what remedy you are seeking / what action you think would be appropriate to resolve your complaint.

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Epsom & Ewell Borough Council is committed to reviewing, challenging and improving its services. The ultimate aim is to enhance the customer experience and to ensure that we continue to deliver services to the satisfaction of our customers.

Despite our endeavours, things can go wrong, and when they do, we want to know as quickly as possible. We also want to take action that will help to prevent similar problems occurring in the future. We value any complaint because it helps us to improve our services for everyone.

We aim to encourage all our customers to give us compliments, make comments and complaints. We are interested in what you think and we will listen to what you have to say.

This leaflet gives you information on how to contact us and what to do if you have a comment, compliment or complaint.

How do we manage the information?

Complaints are automatically acknowledged within five working days. We have found that most customers do not want us to acknowledge comments and compliments, but if you ask for an acknowledgement we will aim to do so within five working days.

This information will only be passed on to people who will be dealing with your comment, compliment or complaint.

Information is held on a secure computer system that can only be accessed by authorised staff and all information is kept according to conditions of the GDPR 2018.

For more information please visit our website at:

<https://www.epsom-ewell.gov.uk/privacy-and-cookies>

If you have any comments about this document, or need further copies or another format, please contact us on 01372 732000.

What is a Comment?

Comments are:

- ◆ what you think about our services
- ◆ how we can do things differently
- ◆ how we can improve our services
- ◆ comments on our policies.

If you think that what you have to say does not fit easily into either a 'compliment' or a 'complaint', it is likely to be a 'comment.'

Stage 3 : Local Ombudsman

If you are unhappy with the results of Stage 2, you may take your complaint to the Local Government & Social Care Ombudsman (see contact details opposite). The Ombudsman is an independent person appointed by the Government to look at complaints. This is a free service.

In most cases, before they can investigate a complaint, we must have had a chance to answer it. If you have not complained to the Council, please do so before contacting the Ombudsman direct.

The Ombudsman will ask us what has been done so far to resolve the complaint. They may feel that every reasonable action has been taken or may decide to look into the matter further. When the Ombudsman investigates a complaint, Councillors and employees may be interviewed. A report is made to you and to us and where appropriate, action will be recommended dependent on the Ombudsman's findings.

The quickest way to refer your complaint to the Ombudsman is to complete their online form at: www.lgo.org.uk/making-a-complaint

Alternatively you can also contact them on the following telephone numbers:

Tel: 0300 061 0614 or 0845 602 1983

Fax: 024 7682 0001

Text 'call back' to 0762 481 1595

Or you can write to them at the address below::

Local Government & Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

What is a Compliment?

Compliments are:

- ◆ praising one of our services
- ◆ praising a member of staff
- ◆ praising something that we have done well / 'gone the extra mile' for.

What is a Complaint?

Complaints are when we have:

- ◆ failed to provide a satisfactory level of service
- ◆ done something that we should not have done
- ◆ done something badly.

Do not be frightened to complain. We value any complaints because it helps us to improve our services for all our customers. We will investigate your complaint thoroughly, fairly and as quickly as possible with the aim of making sure it does not happen again.

A complaint is not:

- ◆ disagreement with a decision by the Council, but it may however be a complaint if you are not happy with the way in which the matter has been handled
- ◆ a planning or development control matter where a right of objection exists, unless a complaint relates to the way in which the matter was dealt with

- ◆ any decision taken by the Council under its legal powers, unless the complaint relates to a way in which the manner was dealt with
- ◆ a matter, which is, or could reasonably be expected to be, the subject of court or tribunal proceedings
- ◆ matters for which there is a right of appeal or a legal remedy.

The aims of our Comments, Compliments and Complaints Procedure

- ◆ to make it easier to make a comment, compliment or complaint
- ◆ to acknowledge your feedback promptly
- ◆ to ensure we thoroughly investigate complaints
- ◆ to keep you informed of progress and outcomes
- ◆ to put things right and make improvements for the future
- ◆ to provide an explanation if you feel your complaint is not justified.

It helps us if you tell us:

- ◆ what your comment / complaint is about
- ◆ the circumstances leading to it
- ◆ who you have dealt with so far
- ◆ any relevant dates
- ◆ how the issue has affected you
- ◆ what you would like us to do.

How to provide feedback / make a complaints

How to contact us

	Telephone: 01372 732000 Lines are open between 9am and 5pm Monday to Friday Text: 07950 080202
	Website: https://www.epsom-ewell.gov.uk/complaints
	Writing: Epsom & Ewell Borough Council, Town Hall, The Parade, Epsom, Surrey, KT18 5BY DX 30713 Epsom
	In person: You may visit our offices in the Town Hall (Epsom) between 9am and 5pm, Monday to Friday
	Through your local Councillor You can contact your local Councillors with any concerns you may have. An up-to-date list of local Councillors can be found on our website or telephone us on the number above.

Each stage of the feedback process shown below should be followed until a satisfactory conclusion is met.

Stage 1: Initial contact

If you wish to complain about a service, express an opinion on services or policy, give praise or make a suggestion, you are able to do this by:

- ◆ filling in the form in this leaflet, or accessing the 'Comments, Compliments and Complaints' form on our website: <https://www.epsom-ewell.gov.uk/complaints>
- ◆ telephoning us on **01372 732000**
- ◆ visiting our offices at the Town Hall. It is best to telephone first and make an appointment as we cannot guarantee that the person you need to see will be available
- ◆ contacting your local Councillor. You can find out who your local Councillor is by telephoning our Customer Services on **01372 732000** or looking on our website www.epsom-ewell.gov.uk.

Complaints will be responded to within 15 working days. This enables the Service Area to conduct a full investigation of the complaint, in order to provide a full response to you. When this is not possible, a timescale for a full response will be given.

Stage 2 : Escalation

If you feel the response to your complaint is not satisfactory the next stage is for the complaint to be escalated to the Head of the Department who will liaise with the Customer Services Management team and/or the Monitoring Officer if a more in depth response is needed.

Complaints will be responded to within 15 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.