



South Gloucestershire Council

Help us to get it right

This leaflet tells you **how you can help us to improve** by making a **compliment, suggestion** or **complaint** about the services we provide.

www.southglos.gov.uk




South Gloucestershire
Council



We **welcome** your feedback

We aim to provide you with the best possible service. We welcome your feedback so that we can improve the services we provide to you. We need to know what we are doing well, what we are not doing well and any ideas you may have on how we can improve our services for the future. We care about what you think.

How to **compliment** us

compliment - what you are happy or pleased with

If we have done something that has exceeded your expectations or if you have found our staff, advice or the information we have given you particularly helpful, it is important we know. Your compliments can help us make sure our staff and services continue to provide a good service to you.

You can contact us to make your compliment using the contact details on page 10 or by completing the feedback form in this leaflet.

What happens to my compliment?

When we receive your compliment we will contact you to thank you within five working days. All compliments will be sent to the appropriate manager(s) who will ensure that the relevant staff and service providers are recognised and acknowledged.

How to make a **suggestion**

suggestion - an idea or proposal

We would like to know if you have any ideas on how we can improve our services. You can make your suggestions using the contact details on page 10 or by completing the feedback form in this leaflet.

What happens to my suggestion?

When we receive your suggestion we will contact you to thank you within five working days. Your suggestion will be passed to the appropriate manager(s) who will inform you if an improvement can be made to our service as a result.

How to make a **complaint**

complaint - what you are unhappy about

Sometimes we do make mistakes so if you are not happy with something we have done please let us know.

We want to resolve your complaint as quickly as possible. If you have a concern about a council service, please talk to a member of staff who may be able to sort things out straight away.



What you can expect

If we cannot resolve your complaint straight away, we will make a record of it and consider the most appropriate way to deal with it. This might be through our complaints procedure.

Where this is the case we will:

- look into your complaint thoroughly and fairly
- be honest and polite and keep information you give us confidential
- keep you informed of the progress of your complaint and tell you who is dealing with it
- apologise if we have made a mistake
- learn from our mistakes and take action to improve the quality of our services.

What we expect of you

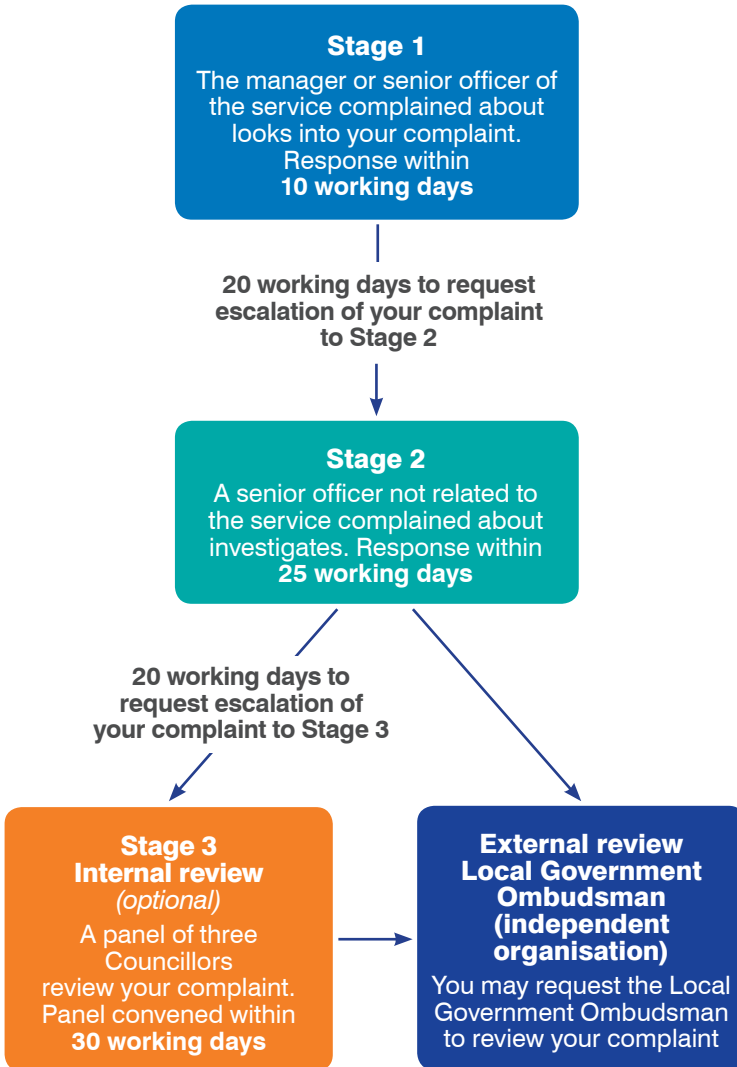
Throughout your contact with us, we expect you to:

- give us all relevant paperwork and as much information as possible so we can deal with your concerns as quickly as possible
- be reasonable with your requests and demands
- treat our staff with courtesy and respect. We will not tolerate rude or abusive behaviour.

Because of the nature of their contact with us, a small number of complainants hinder the consideration of their own, or other complainant's cases. This may be because of unacceptable behaviour in their dealings with us, or because of unreasonably persistent contacts that distract staff but add nothing to our knowledge of the case. This can hinder the consideration of their, or other people's, complaints. When necessary, we will take action to restrict access to our service when unreasonable behaviour of this nature persists.

There are some circumstances where it will not be appropriate for us to consider your complaint through our complaints procedure. Further explanation can be found at page 8.

The **complaints** procedure



Please note - If you are happy that your complaint has been resolved or you no longer wish to pursue your complaint, then you can end the process at any stage. However, should you wish to take your complaint to the Ombudsman, you will normally be expected to complete stages 1 and 2 of our procedure (stage 3 is optional).

The Complaints Procedure

Stage 1

We will acknowledge your complaint within five working days of receiving it and pass it to the manager of the service complained about. We will provide you with a full response to your complaint within 10 working days.

If we cannot provide a response within this time, we will contact you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 2

If you are not satisfied with the response you received at Stage 1, you can request that your complaint is investigated at Stage 2. You will need to contact us within 20 working days of the date of our response letter at stage 1. We will let you know within five working days that we have received your request for a Stage 2 investigation.

Where appropriate a senior member of staff who is independent of the service complained of will look into your complaint, and talk to you and everyone who is involved. After this they will write a report which will present their findings. A senior manager will receive a copy of the report and will decide what action, if any, the service needs to take to put things right. A copy of the report and senior manager's review will be sent to you within 25 working days. If we cannot provide a response within 25 working days, we will contact you explaining the reasons for the delay and tell you when you can expect a reply.

Stage 3 (Optional)

If you are not satisfied with the response you received at Stage 2, you can request to have your complaint heard by our complaints review panel or you can refer your complaint directly to the Local Government Ombudsman.

Complaints Review Panel

If you would like to request a Stage 3 complaints review panel you will need to contact us within 20 working days of the date of our response letter at Stage 2.

Where appropriate a panel of three Councillors will meet to review the Stage 2 Investigation. We will aim to arrange this within 30 working days of your request. You can attend the review panel and take someone to support you. After listening to all the information, the panel will reach a view on the complaint and decide if it is appropriate to make any recommendations. You will be advised of the outcome of your complaint in writing within five working days.

Local Government Ombudsman

If following stage 2 (or stage 3 if your complaint is heard at a panel) you remain dissatisfied with the outcome of your complaint, you may wish to consider making a complaint to the Local Government Ombudsman. The Ombudsman offers an independent, confidential and free of charge service. You can contact the Ombudsman's office for advice at any time, but they will usually only look into your complaint once you have completed Stage 2 of our complaints procedure.

The Local Government Ombudsman can be contacted using the details below:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614

Website: www.lgo.org.uk

Special procedures

Complaints about Children's and Adults Social Care

We handle complaints about social care under a separate procedure. For information about how to complain or provide your feedback, please phone the following numbers:

Children's social care: 01454 865924

Adult social care: 01454 865924

Schools

If you have a complaint about a school, please contact the Headteacher in the first instance. If you feel your complaint has not been resolved the next point of contact should be the school Governing Body. Further advice on school complaints is available at www.education.gov.uk

Appeals

There are separate procedures for dealing with complaints about the following:

Education Admissions Appeals

Phone 01454 868008

Special Educational Needs and Disability Tribunal

Phone 01454 868008

Complaints about childcare providers

Phone 01454 868008

Housing and Council Tax Benefit entitlement and awards

Phone 01454 868002 or 01454 868003

Planning applications

Phone 01454 868004

A decision made about eligibility of housing

Phone 01454 868005

Please note the above list details some of the circumstances where it is not appropriate to consider your complaint through our corporate complaints procedure. Therefore it is not exhaustive.

Freedom of Information, Data Protection and Environmental Information Regulations

If you are unhappy with the way in which your request has been handled and/or responded to please let us know. Different procedures will apply depending on the nature of your complaint. When we receive your complaint we will write to you and confirm how we will investigate it.

If following our response you remain dissatisfied you can complain to the Information Commissioner at:

First Contact Team
The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 0303 123 1113
Website: www.ico.gov.uk

Confidentiality

Any personal information that you give us is confidential and will be held by South Gloucestershire Council in accordance with the Data Protection Act. Your information will not be passed to any other organisation without your consent. We will ask for your consent to share information where your comments relate to services outside the council.

Your needs

Please let us know if you need help completing the feedback form or if you need it in other languages or formats.

How to contact us

You can provide us with your feedback in the following ways:



On line: You can fill in a feedback form online by going to our website at:
www.southglos.gov.uk

By email: CRSfeedback@southglos.gov.uk

By phone: 01454 868009

Minicom: 01454 868010

In person: You can visit us at one of our **One Stop Shops** in Kingswood, Yate, Patchway and Thornbury

Feedback form: Fill in the form attached to this leaflet and return it to the address below.

By Letter: Write to us using the following address

South Gloucestershire Council
Chief Executive & Corporate Resources Dept
Customer Relations
PO Box 1953
BRISTOL
BS37 0DB

If you need help with any of these contact methods then please let us know.

Help us to get it right

Are you making a:

Compliment <input type="checkbox"/>	Suggestion <input type="checkbox"/>	Complaint <input type="checkbox"/>
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Your details:

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other <input type="checkbox"/>
First name					
Surname					
Address					
Postcode					
Tel no					
Email address					

If you are making a complaint, have you contacted the council before about it?

No <input type="checkbox"/> Yes <input type="checkbox"/>
If yes, and you know who dealt with your complaint, please write his or her name here:
Which department or service does your complaint relate to:

If you are contacting us on behalf of another person, please also fill in the section below with your details.

Title	Mrs <input type="checkbox"/>	Mr <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other <input type="checkbox"/>
First name					
Surname					
Address					
Postcode					
Tel no					
Email address					

Details of your complaint, compliment or suggestion

If you are making a complaint how would you like to see the matter resolved?

Signature:

Date:

We want to treat everyone equally and fairly. To help us check whether we are doing this we would be grateful if you could answer the following questions. All your answers will be treated in the strictest confidence and will not affect the way we deal with your feedback.

It will only be used to monitor our performance and make sure we are treating everyone fairly.

If you prefer not to fill in this section please tick

Are you:

Female <input type="checkbox"/>	Male <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
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Do you consider yourself to be disabled?

<input type="checkbox"/> No
<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
<input type="checkbox"/> Yes - Sensory impairment, such as being blind / having a serious visual impairment or being deaf / have a serious hearing impairment
<input type="checkbox"/> Yes - Mental health condition, such as depression, anxiety or schizophrenia
<input type="checkbox"/> Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder)
<input type="checkbox"/> Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
<input type="checkbox"/> Yes - Other (please state)

Please tick the age group you belong to

<input type="checkbox"/> 18 and under	<input type="checkbox"/> 65 – 74
<input type="checkbox"/> 19 – 24	<input type="checkbox"/> 75 – 84
<input type="checkbox"/> 25 – 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 – 64	<input type="checkbox"/> Prefer not to say

Please tick the ethnic group you belong to

<input type="checkbox"/> Arab	<input type="checkbox"/> Mixed/Multiple Ethnic Groups – White & Asian
<input type="checkbox"/> Asian/Asian British – Bangladeshi	<input type="checkbox"/> Mixed/Multiple Ethnic Groups – White & Black African
<input type="checkbox"/> Asian/Asian British – Indian	<input type="checkbox"/> Mixed/Multiple Ethnic Groups – White & Black Caribbean
<input type="checkbox"/> Asian/Asian British – Pakistani	<input type="checkbox"/> Mixed/Multiple Ethnic Groups – Other <input type="checkbox"/> (please state)
<input type="checkbox"/> Asian/Asian British – Chinese	<input type="checkbox"/> White – English/Welsh/Scottish/Northern Irish/British
<input type="checkbox"/> Asian/Asian British – Other (please state)	<input type="checkbox"/> White – Irish
<input type="checkbox"/> Black/African/Caribbean/Black British – African	<input type="checkbox"/> White – Other (please state)
<input type="checkbox"/> Black/African/Caribbean/Black British – Caribbean	<input type="checkbox"/> Other ethnic group (please state)
<input type="checkbox"/> Black/African/Caribbean/Black British – Other (please state)	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Gypsy or Traveller of Irish Heritage	

Please return your completed form to:

South Gloucestershire Council
 Chief Executive & Corporate
 Resources Dept Customer Relations
 PO Box 1953
 BRISTOL
 BS37 0DB

ENGLISH

If you would like this information in a different format, for example: Braille, audio tape, large print, computer disk, BSL or community languages, please contact: 01454 868009.

ALBANIAN

Në qofte se kete informacion do ta donit ne nje format të ndryshem, për shembull, ne alfabetin per te verberit ,audio kasete, me shkroja të medhaja, disk kompjuterik apo në gjuhen e komunitetit ju lutem kontaktoni Tel: 01454 868009.

BENGALI

আপনি যদি এই তথ্যাবলী বিভিন্ন রূপে চান, উদাহরণস্বরূপ : ব্রেইল, অডিও টেপ, বড় প্রিন্ট, কম্পিউটার ডিস্ক বা গোষ্ঠীগত ভাষাগুলিতে, তাহলে অনুগ্রহ করে এর সাথে যোগাযোগ করুন টেলি : 01454 868009.

CHINESE

如果你需要以不同形式取得這資料,例如,盲人凸字,聲帶,大號字,電腦碟或社區語言,請聯絡. 電話: 01454 868009.

GUJARATI

જો તમારે આ માહિતી અન્ય રીતે મેળવવી હોય, ઉદાહરણ તરીકે: બ્રેઈલ, સાંભળવાની ટેપ, મોટા મુદ્રણ, કોમ્પ્યુટર ડીસ્ક અથવા અન્ય ભાષાઓમાં, તો મહેરબાની કરીને 01454 868009 ઉપર ફોન કરો.

HINDI

यदि आपको यह जानकारी किसी और रूप में चाहिये जैसे कि: ब्रेल, ऑडियो टेप पर, बड़े प्रिन्ट में, कम्प्यूटर डिस्क पर य समुदायिक भाषाओं में, तो कृपया संपर्क करें टैलिफोन नम्बर: 01454 868009.

KURDISH

ئەگەر تۆ ھەر ئەکەسێ ئەم زانیاریانە بە شێوازی تر ھەبێت بۆ نموونە: نووسینی چاھێ بۆ کۆنراڤ, شەرت, نووسینی گەورە, دیسکی کۆمپیوتەر, یان بە زمانە کۆمەڵایەتیەکان تێگەیشتن بۆ ھەر ئەکەسێ 01454 868009

POLISH

Niniejsze informacje dostępne są również w innym formacie, na przykład wydrukowane pismem Braille'a, wydrukowane dużą czcionką, zapisane na dysk komputerowy lub przetłumaczone na języki obce. W celu uzyskania kopii zadzwoń na numer: 01454 868009.

PORTUGUESE

Se quiser esta informação num formato diferente, por exemplo em Braille, audiocassete, letra de tamanho grande, disco para computador ou numa lingua comunitária, por favor telefone para 01454 868009.

PUNJABI

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਉਦਾਹਰਣ ਦੇ ਤੌਰ ਤੇ, ਬਰੇਲੀ, ਸੁਨਣ ਵਾਲੀ ਟੇਪ, ਵੱਡਾ ਛਪਾ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ ਜਾਂ ਕਿਸੇ ਹੋਰ ਕੰਪਿਊਟਿੰਗ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01454 868009 ਤੇ ਸੰਪਰਕ ਕਰੋ।

SOMALI

Hadii aad rabto warkan oo si kale u yaala, sida isagoo ku duuban cajalad maqal ah ama cajalada koombiyuutarka ama ku qoran far waaweyn ama farta indhooleyaasha (Braille) ama ku qoran afkale fadlan lasoo xidhiidh Tel: 01454 868009.

URDU

اگر آپ کو یہ معلومات مختلف شکلوں مثلاً بریل، آڈیو ٹیپ، بڑے لفظوں، کمپیوٹر ڈسک یا دوسری زبانوں میں چاہئے تو براہ کرم ٹیلیفون نمبر 01454 868009 پر رابطہ کریں

VIETNAMESE

Nếu quý vị muốn lấy tài liệu này trong một hình thức khác, ví dụ, bằng chữ nổi, thu băng, in nét lớn hay đĩa computer, hay bằng bất cứ một ngôn ngữ cộng đồng nào, xin liên lạc với số điện: 01454 868009.