

# Customer feedback procedure

Comments, compliments and complaints



Working with you, for you, improving our communities, our places

## **Our promise to you**

We aim to provide high-quality services for everyone in the Hertsmere area. We need you to tell us what you think of these services and let us know whether they live up to your expectations. Your feedback gives us the opportunity to improve the services we provide for you.

## **What is a comment or compliment?**

You can make a comment or give a compliment if you:

- want to let us know what you think about our services;
- have ideas on how we can improve our services;
- want to comment on our policies; or
- want to let us know you are satisfied with a service or a particular member of staff.

## **How to make a comment or give a compliment**

You can make a comment or give a compliment:

- using online form;
- in person at the Civic Offices or the area offices in Bushey and Potters Bar;
- by phone;
- by letter;
- by email [customers.services@hertsmere.gov.uk](mailto:customers.services@hertsmere.gov.uk); or
- by using the customer feedback form attached to this leaflet. You can also get one from any of our offices, details of which can be found on the back of this document, or from our website at [www.hertsmere.gov.uk](http://www.hertsmere.gov.uk)

## **Comments, suggestions or compliments**

- If you have a comment or suggestion we will carefully consider what you have said and see if we can improve the service we provide;
- If you have a compliment for us, we will happily pass it on to the person or service involved;
- We will send you a reply in writing within 10 working days to let you know what we have decided after considering your comments.

## **Complaints**

A complaint is when you tell us you are not happy. For example, you can complain if:

- we have not done something we should have done;
- we have done something badly or in the wrong way; or
- you think you have been treated unfairly or impolitely.

We are committed to putting you first and providing a quality customer service.

### **We will:**

- deal with your complaint quickly and fairly;
- tell you what is happening with your complaint and do everything we can to help you;
- only reveal your identity to people who need to know it;
- explain our decision; and
- use your complaint to review and improve the way we provide services.

Your right to a council service will not be affected if you make a complaint.

### **How to make a complaint**

You can complain:

- using online form;
- in person at the Civic Offices and the area offices in Bushey and Potters Bar;
- by phone;
- by letter; or
- by email on [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk)

There are three stages to a complaint.

#### **Stage one**

We will try to deal with your complaint informally. This means that you should phone, email or write to the team who provide the service you are complaining about. Our staff will do their best to settle your complaint without you needing to do anything else. We will respond to your complaint in writing within 10 working days.

If we cannot sort out your complaint within 10 working days, we will write to you and let you know:

- when you can expect an answer from us; and
- the name of the person who is dealing with your complaint.

By law, we need to deal with some complaints in a different way. If so, we will tell you and give you more information.

#### **Stage two**

If you are still not happy after stage one, the next step is for you to make a formal complaint.

At this stage you should put your complaint in writing to the Complaints Officer. You can do this by:

- writing a letter;
- filling in a customer feedback form, which is attached to this leaflet. You can also get forms from any of our offices or from our website [www.hertsmere.gov.uk](http://www.hertsmere.gov.uk)
- email

Please ask a member of our customer services team if you need help to write your complaint or fill in the form.

We will then write to you within five working days to tell you who will be dealing with your complaint and to give you a reference number. This information will make it easier for you to contact the person dealing with your complaint if you need to.

The officer dealing with your complaint will:

- consider all the details;
- take any necessary action; and
- make sure you receive a written reply within another 15 working days.

If we cannot send you a written reply within 15 working days, we will write to you to:

- tell you why we need more time; and
- let you know when you will receive a written reply.

### **Stage three**

If you have been through stages one and two and you are still not happy, you can ask our Complaints Officer to refer the matter to one of our directors. They will decide whether we should carry out an investigation. They will consider whether carrying out an investigation is likely to lead to a response which you will find helpful.

If the director thinks that it would not be useful, the Complaints Advisory Panel (made up of three councillors) will then consider whether or not an investigation by us would be appropriate. The Complaints Officer will write to you within 20 working days to tell you the panel's decision.

If we cannot make a decision within 20 working days, we will write to you to let you know when you will receive a written response.

If the Complaints Advisory Panel decides that we should carry out an investigation, a senior officer who has not already been involved will be responsible. He or she will prepare a report for the Chief Executive. The senior officer will contact you as part of their investigation. The Chief Executive will write to you within a further 30 working days to explain what he is going to do about your complaint.



## Customer feedback form

### Comments, compliments and complaints

Title (Mr, Mrs, Ms, Miss):

First name:

Surname:

Address and  
postcode:

Daytime phone number:

Evening phone number:

Any other phone number:

Email address:

Would you like to register a: comment?

(Tick the appropriate box)  
compliment?

complaint?

Have you already told us about this comment, compliment or complaint?

Yes  No

If 'Yes', please give the date and name of the person dealing with the matter.

Please give us brief details of your comment, compliment or complaint and let us know how you have been affected.

If appropriate, what do you think we should do to put things right?

May we give these details to your ward councillors?

Yes  No

**Your signature:** ..... **Date:** .....



**Data Protection** Hertsmere Borough Council is registered under the Data Protection Act 1998 for the purpose of processing personal data in the performance of its legitimate business. Any information held by the council will be processed in compliance with the eight principles of the Act. The information you provide will be used to deal with your enquiry only. It may be shared with other departments in the council in order to resolve any complaint. It will be stored securely.

## What if I am still not happy?

We hope that we can solve your problem, but if you have followed our complaints procedure and you are still not happy, you can contact the Local Government Ombudsman's office at:

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

You can get leaflets about how to complain to the Local Government Ombudsman from any of our offices.

## Is there anyone else who can help?

You could ask a friend or relative for help, or contact an independent person or organisation, for example:

- your local councillor;
- your MP;
- a solicitor; or
- Citizens Advice.

You can get details of who your councillors and MPs are and how to get in touch with them from our website [www.hertsmere.gov.uk](http://www.hertsmere.gov.uk) or our customer services team at the Civic Offices or the Bushey or Potters Bar area offices.

You should not use this form for the following things.

- If you want to report everyday problems (such as missed bins, vandalism, and complaints about food). You should tell the appropriate service team.
- If you are asking for information under the Data Protection Act or Freedom of Information Act. You should do this in writing to the Information Officer at the Civic Offices.
- If you want to make a complaint about a councillor, you should complain in writing to the Monitoring Officer at the Civic Offices.

## Information

### Hertsmere main office

Civic Offices  
Elstree Way  
Borehamwood, Herts, WD6 1WA  
Phone: 020 8207 2277  
Email: [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk)  
**Opening hours:**  
Monday to Thursday, 9am to 5.15pm  
Friday, 9am to 5pm

Website: [www.hertsmere.gov.uk](http://www.hertsmere.gov.uk)

Out-of-hours emergency phone number:  
0845 300 0021

### Potters Bar area office

Wyllyotts Centre  
Wyllyotts Place, Darkes Lane  
Potters Bar, Herts, EN6 2HN  
Phone: 01707 652406  
**Opening hours**  
Thursdays, 9.30am to 2pm

### Bushey area office

Bushey Centre  
High Street  
Bushey, Herts, WD23 1TT  
Phone: 020 8386 4048  
**Opening hours**  
Tuesdays, 9.30am to 2pm

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Hertsmere Borough Council aims to provide information in alternative formats where possible.

If you would like a document in a different language or format please call 020 8207 7445 or email [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk) and we will do our best to help.

Please allow sufficient time for any document to be translated.

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تهدف بلدية منطقة هارتسمير (Hertsmere Borough Council) إلى توفير المعلومات بصيغ بديلة إذا كان ذلك ممكناً.

إذا اردت أي وثيقة بلغة أو بصيغة أخرى يرجى الاتصال برقم الهاتف 020 8207 7445 أو إرسال بريد الكتروني [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk) وسنبدل قصارى جهدنا لمساعدتك. يرجى منحنا وقتاً كافياً لترجمة أي وثيقة مطلوبة.

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Hertsmere 自治区政府旨在可能的情况下提供信息的其它格式版本。

如果你想得到以简体中文或其它格式制作的版本，请致电 020 8207 7445，或发送电邮至 [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk)，我们将尽力提供帮助。请预留足够的时间，以便让我们完成有关文件的翻译。

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Rada miejska Hertsmere Borough Council zamierza dostarczać wszelkie informacje, tam gdzie jest to możliwe, w różnych formatach.

Jeżeli ktoś chciałby otrzymać dokument w innym języku lub formacie proszony jest zatelefonować na numer 020 8207 7445 lub przesłać e-mail do [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk) a my zrobimy wszystko by pomóc. Prosimy uwzględnić czas na przetłumaczenie każdego dokumentu.

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ਹਰਟਸਮੀਅਰ ਬੋਰੋ ਕੌਂਸਿਲ ਸਿੱਧੇ ਵੀ ਹੋ ਸਕੇ, ਜਾਣਕਾਰੀ ਹੋਰ ਰੂਪਾਂ ਵਿੱਚ ਦੇਣ ਦਾ ਯਤਨ ਕਰਦੀ ਹੈ।

ਜੇ ਤੁਹਾਨੂੰ ਕੋਈ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਵਿੱਚ, ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਨੰਬਰ 020 8207 7445 'ਤੇ ਫ਼ੌਨ ਕਰੋ, ਜਾਂ ਇਸ ਪਤ [customer.services@hertsmere.gov.uk](mailto:customer.services@hertsmere.gov.uk) 'ਤੇ ਈਮੇਲ ਭੇਜੋ। ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੀ ਪੂਰੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ। ਕਿਰਪਾ ਕਰਕੇ ਇਹ ਯਾਦ ਰੱਖੋ ਕਿ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਹੋਣ ਨੂੰ ਕੁਝ ਸਮਾਂ ਲਗਦਾ ਹੈ।

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