



Customer complaints, comments and compliments



May 2016

Customer complaints, comments and compliments guide

We aim to provide excellent service and welcome your complaints, comments and compliments.

These help us know when you think we have done well and where you think we could do better. We will make sure your compliments are passed onto the staff concerned and look carefully at your comments and complaints to see where we could make improvements.

If we do get something wrong, we want to be able to put it right.

How to make a complaint, comment or compliment

Complaints, comments and compliments can be made:

- **On our website:** complete a Complaint, comment or compliment form at www.tandridge.gov.uk/complaints.
- **By e-mail:** customerservices@tandridge.gov.uk.
- **In writing to:** Customer Services, Tandridge District Council, Council Offices, 8 Station Road East, Oxted RH8 0BT.
- **By returning the form attached to this leaflet:** to the above address.
- **By visiting us:** at the above address.

If you have any difficulties completing the forms, please contact Customer Services on 01883 722000 where we can assist you.

All complaints are dealt with confidentially. Please make sure you give us your name and contact details, as we cannot deal with anonymous complaints.

What happens next?

If you have made a complaint we will:

- Acknowledge your complaint within 2 working days.
- Fully investigate and respond to your complaint within 10 working days.

Compliments are given to the service or member of staff concerned and reported to senior management and councillors.

Comments are given to the relevant service to consider.

Still not satisfied?

If you are unhappy with how your complaint has been dealt with, you can ask for your complaint to be reviewed by the Head of the Service concerned.

Please give us as much information as possible about the issue, how you would like it resolved and why you are unhappy about how we dealt with your original complaint.

In some complex cases it may take us longer than 10 working days to investigate your complaint. If this is the case, we will let you know how long it will take.

If you are still dissatisfied with the response given, you may ask for your complaint to be reviewed by the Chief Executive.

If you are still not happy, you have the right to take your complaint to the Local Government Ombudsman, which is an independent body and investigates complaints about councils.

Website: www.lgo.org.uk.

Phone: 0300 061 0614.

Write to: Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH.

What isn't a complaint?

We do not consider the following to be a complaint:

- A request for a service, for example noise nuisance or removal of fly-tipping. You can request a service by calling us or on our report a problem page www.tandridge.gov.uk/reportit.
- A request for information or an explanation of council or government policy, such as why Council Tax is set at certain level.
- Where there is a disagreement with the result of a process that has its own appeal process, for example planning decisions, benefit decisions and parking fines.
- Issues concerning the conduct of a councillor. Complaints about the conduct of a councillor can be made by writing to the Monitoring Officer, Tandridge District Council, Council Offices, 8 Station Road East, Oxted RH8 0BT or by e-mail monitoringofficer@tandridge.gov.uk.

How do we know we are getting better?

All of our complaints, comments and compliments are reported to senior management and councillors.

Our Overview and Scrutiny Committee receives a report each year explaining issues which have been raised and how we have dealt with them.

Other ways to comment

The Council encourages local people to get involved and be heard.

- You can present petitions at Council meetings.
- You can speak in support of or against a planning application.
- You can contact your local councillor.

For more information please call our Customer Services Team on 01883 722000 and ask for our Your Councillors leaflet, or e-mail customerservices@tandridge.gov.uk.

www.tandridge.gov.uk



Tandridge District Council's website is a comprehensive source of information about council services and the community.

You can find information about businesses, councillors, council tax and benefits, housing, jobs, planning, leisure, recycling and waste collections and much more.

www.tandridge.gov.uk

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