

Bromsgrove District Council Complaints Procedure



Purpose



People



Pride



Performance

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Bromsgrove
District Council

www.bromsgrove.gov.uk

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If you need this information in another language/format please call 01527 548284 or email equalities@bromsgroveandredditch.gov.uk

Complaints, what you can expect

If you are not happy with the service that you have received from Bromsgrove District Council you can make a complaint to any officer by completion of the form at [Complaints and Compliments \(bromsgrove.gov.uk\)](https://www.bromsgrove.gov.uk/complaints-and-compliments), by telephone, by email, by post or in person.

Our aim is to make sure that your complaint is:

- Dealt with efficiently.
- Investigated properly.
- Dealt with in confidence, if requested.

You can expect to:

- Know how your complaint will be handled and any timescales.
- Know the outcome of an investigation.
- Have the outcome documented in plain English, without the use of technical jargon, if required.
- Receive an apology if we have made a mistake.
- Be informed of any changes or corrections we have made as a result of the complaint.

This policy does not affect your right to approach a Local Councillor or a Member of Parliament.

1. Introduction

This policy details how we intend to deal with feedback and complaints: the general principles and the detailed procedure. This policy will be reviewed annually.

2. Definition

We define a complaint as: 'An expression of dissatisfaction, however made, about standard of service, actions or lack of action by the Council or our workforce, affecting an individual, group or organisation.

3. General principles

- 3.1 Bromsgrove District Council welcomes and aims to encourage all feedback and intends to learn from it and use it constructively.
- 3.2 We see feedback and complaints as an integral part of service provision and so we want the public to have clear and well publicised channels of feedback and complaint, and we will brief our staff on this policy and ensure that they are able to assist the public in this area.
- 3.3 We aim to deal with complaints as quickly as we can.
- 3.4 We are committed to dealing with all complaints fairly and impartially, and recognise the need for consistency. We aim to capture all feedback corporately to monitor our responses so that improvements can be made and timescales met.
- 3.5 We will ensure that there is a periodic review of the process, to keep it up to date.
- 3.6 Any personal data provided to the council will be managed in line with the requirements of the Data Protection Act 1998. The council will use this information to respond to the customer and improve services.

4. What is excluded from this policy?

4.1 Appeals where there is already an existing legal route

Some complaints, for example appeals against decisions made by the Benefits or Planning departments may need to be dealt with by going through a different process. For the list of exclusions, please visit our website on [Complaints and Compliments \(bromsgrove.gov.uk\)](http://bromsgrove.gov.uk/Complaints-and-Compliments) or telephone 01527 64252.

A list of all exclusions and where to redirect your complaint to can be found at [Complaints and Compliments \(bromsgrove.gov.uk\)](http://bromsgrove.gov.uk/Complaints-and-Compliments)

5. Acknowledgment, timescales and responses

5.1 Stage 1 - Formal complaint

- We aim to acknowledge your complaint within 5 working days telling you who will be dealing with your complaint.
- Your complaint will be investigated fully by a supervisor or manager in the relevant service area.
- We aim to provide a written response within 10 working days, either by email or letter.
- If you are unsatisfied with the response you can ask that your complaint is escalated to Stage 2 – Appeal. Details of how to do this are included in your response letter.

5.2 Stage 2 - Complaint appeal

- We aim to acknowledge your Stage 2 complaint appeal within 5 working days telling you who will be dealing with your complaint.
- An Assistant Director or delegated manager who has not previously been involved in your case will review the details of your complaint.
- We aim to provide a full written response explaining the outcome within 20 working days. In some circumstances this may take longer. If this is the case, then the assigned officer will notify you as to the expected timescale.

5.3 Local Government and Social Care Ombudsman

If you are unsatisfied with the response to **Stage 2 - complaint appeal** then you have exhausted the complaints process. The Local Government and Social Care Ombudsman will consider your complaint independently from the Council. For more information, please visit www.lgo.org.uk or telephone 0300 061 0614.

5.4 Complex complaints

Some more complex complaints may take longer to investigate fully, especially if other parties are involved. In these instances, we will contact you to explain and tell you when you can expect a full response.

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