



# **Complaints & Compliments Procedure**

Issue Date: February 2009

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## **How to tell us what you think of us!**

We at Hart District Council hope that you will be happy with all the services you receive from us.

Most of the time we get it right and we'd love to hear from you when we do.

### **Here Is How - To tell us we are getting it right**

Please contact the relevant Head of Service and let them know the positive news so that we can see what we do well and repeat the good experience for our other customers. Alternatively you can complete the form at the centre of this booklet and return it to the Civic Offices at the address on the back.

The form is also available on line at: [www.hart.gov.uk](http://www.hart.gov.uk)

## Equal Opportunities

We are committed to providing services for all our customers. We will do our best to provide access to information and services in a way which suits your needs. For people with disabilities or special needs, we will try to provide extra help such as:

- Providing a British Sign Language (BSL) interpreter if necessary.
- Making this document available in other appropriate formats (i.e. braille, audio or large print).
- Offering an interpreter service for anyone who needs it.
- Offering officer assistance for those who have difficulties with reading/writing.

We would like to find out if we are giving as good a service as we can to ALL complainants. To help us do this, please complete the form on the reverse of the Comments form. This information will not affect the way in which your complaint is handled.

# **How to complain to the council**

We are only human; occasionally we do get it wrong.

## **Here is what to do when you are NOT happy with our service**

### **STEP ONE**

Talk directly to the Officer concerned. We aim to resolve everything at this stage.

### **STEP TWO**

If you are still unhappy you can:

- E-mail [complaints@hart.gov.uk](mailto:complaints@hart.gov.uk)
- Write, phone or fax the Head of Service concerned.

Please ensure that you tell us you have already spoken to an officer about this.

### **Still not satisfied?**

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## **STEP THREE**

Make your complaint in writing to the Chief Executive.

## **STEP FOUR**

At this stage the Council's procedure ends. If you are still not satisfied with the answers you should contact the Local Government Ombudsman. (The Ombudsman will not consider a complaint that has not been through the Council's procedure). Leaflets outlining the Ombudsman Procedure can be obtained from the Civic Offices.

At stages 1 to 3 your complaint should be acknowledged within 1 working day and responded to within 10 working days.

If more than 30 days goes by between the above stages without us hearing from you, we will assume the matter has been dealt with satisfactorily and the complaint will be closed.



# HART DISTRICT COUNCIL CUSTOMER COMMENTS FORM

Please tick one of these three boxes to tell us the nature of your comments

Comment <input style="width: 50px; height: 20px;" type="checkbox"/>	Complaint <input style="width: 50px; height: 20px;" type="checkbox"/>	Compliment <input style="width: 50px; height: 20px;" type="checkbox"/>
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<b>Name</b>			
<b>Address</b>			
<b>E-mail</b>			
<b>Home Tel No.</b>		<b>Work Tel No.</b>	
<b>Date</b>		<b>Reference:</b>	

## COMMENTS MADE

<b>Subject</b>	

## ACTION REQUIRED / TAKEN


<b>Signed</b>		<b>Date</b>	
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# Monitoring our Equal Opportunities Policy

NOTE: Ethnic Groups are not about nationality, place of birth or citizenship. They are about colour and cultural background. We ask for this information so we can check that everyone is treated fairly and equally. Please tick the appropriate box:

## Ethnic Group

White	<input type="checkbox"/>
British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Other White background	<input type="checkbox"/>

Black or Black British	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>
Other Black background	<input type="checkbox"/>

## Dual or Multiple Heritage

White & Black Caribbean	<input type="checkbox"/>
White & Black African	<input type="checkbox"/>
White & Asian	<input type="checkbox"/>
Other dual/multiple heritage background	<input type="checkbox"/>

## Asian or Asian British

Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Other Asian background	<input type="checkbox"/>

## Chinese

Chinese	<input type="checkbox"/>
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## Other Ethnic Group

Any Other Group	<input type="checkbox"/>
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## Gender

Male	<input type="checkbox"/>
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Female	<input type="checkbox"/>
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## Age

Under 16	<input type="checkbox"/>
25-35	<input type="checkbox"/>
46-59	<input type="checkbox"/>

16-24	<input type="checkbox"/>
36-45	<input type="checkbox"/>
60 & above	<input type="checkbox"/>

Do you have a disability?

YES	<input type="checkbox"/>
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NO	<input type="checkbox"/>
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## Nature of your disability

Difficulty getting around	<input type="checkbox"/>
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Difficulty seeing	<input type="checkbox"/>
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Mental Health Problems	<input type="checkbox"/>
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Other

Hearing difficulty	<input type="checkbox"/>
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Learning difficulty	<input type="checkbox"/>
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<input type="checkbox"/>
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## **Service Units**

Please phone 01252 622122 and ask for one of the following officers:

### **Chief Executive**

For: Stage Three Complaints

### **Head of Finance**

For: Accountancy, Payments, Payroll, Revenues & Benefits

### **Head of Housing & Customer Services**

For: Housing Services, Customer Services, Residential Environmental Health, Dog and Pest Control

### **Head of Technical Services & Environmental Maintenance**

For: Parking, Highways, Design, Concessionary Travel, Refuse Collection, Street Cleaning

### **Head of Planning & Environmental Regulation**

For: Planning, Enforcement, Landscape, Building Control, Licensing, Commercial Environmental Health, Land Charges, Planning Policy

### **Head of Leisure Services and Environmental Promotion**

For: Leisure Centres, Grounds Maintenance, Parks


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