



COMPLAINTS & COMPLIMENTS PROCEDURE

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 listed at the back of this guidance 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

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.

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, talk, e-mail or write to the Head of Service concerned. It is essential that you tell us you have already spoken to the officer about this.

(List of Heads of Service can be found at the back of this booklet)

Still not satisfied?

STEP THREE

Make your complaint in writing to the Corporate Support Manager for submission to the Chief Executive. At this stage it must be in writing.

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 24 hours 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

Comment		Complaint		Compliment	
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Name			
Address			
E-mail			
Home Tel No.		Work Tel No.	
Date		Reference:	

COMMENTS MADE

Subject	

ACTION REQUIRED / TAKEN

Signed		Date	
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Issue Date: January 2007

Monitoring our Equal Opportunities Policy

NOTE: Ethnic Groups are not about nationality, place of birth or citizenship. They are about colour and cultural background. Please tick the appropriate box:

Ethnic Group

White	<input type="checkbox"/>	Black or Black British	<input type="checkbox"/>
British	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	African	<input type="checkbox"/>
Other White background	<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"/>	Female	<input type="checkbox"/>
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Age

Under 16	<input type="checkbox"/>	16-24	<input type="checkbox"/>
25-35	<input type="checkbox"/>	36-45	<input type="checkbox"/>
46-59	<input type="checkbox"/>	60 & above	<input type="checkbox"/>

Do you have a disability?

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

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

Service Units

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

Geoff Bonner – Chief Executive

Geoff.bonner@hart.gov.uk Ext: 4108

Ruth Anderson – Corporate Support Mgr

Ruth.anderson@hart.gov.uk Ext: 4454

Richard Haddad – Acting Head of
Regulatory Services

Richard.haddad@hart.gov.uk Ext: 4608

Building Control, Environmental Health

David Cruickshank - Interim Head of
Finance

David.cruickshank@hart.gov.uk Ext: 4453

Accountancy, Payments, Payroll, Revenues
& Benefits

Rosaline Vickers – Head of HR

Rosaline.vickers@hart.gov.uk Ext: 4479

Human Resources

Nigel Preston – Head of Housing Services
Nigel.preston@hart.gov.uk Ext: 4488
Housing Services

John Elson - Head of Engineering &
Transport
John.elson@hart.gov.uk Ext: 4491
Parking, Highways, Design, Concessionary
Travel

Elaine Cooper – Head of Community &
Customer Services
Elaine.cooper@hart.gov.uk Ext: 4494
CCTV, Reception, Community Relations,
Customer Service

Graeme Sindle – Acting Head of
Information and Communication
Graeme.sindle@hart.gov.uk Ext: 4241
IT, Press Office, Communications

Matthew Evans – Head of Planning
Matthew.evans@hart.gov.uk Ext: 4492
Planning, Enforcement, Landscape

Jane Terry – Head of Performance & Democracy

Jane.terry@hart.gvo.uk Ext: 4664

Audit , Performance, Committee Services, Corporate Support

Carl Westby - Head of Leisure

Carl.westby@hart.gov.uk Ext: 4574

Leisure Centres

Phil Whiting – Head of Public Spaces

Phil.whiting@hart.gov.uk Ext: 4541


Parks, Refuse Collection, Open Spaces

Roderick Hursthouse – Chief Solicitor

Rod.hursthouse@hart.gov.uk Ext: 4537

Legal Services

Hart District Council
Civic Offices
Harlington Way
Fleet
Hants
GU51 4AE

 01252 622122
Fax 01252 626886
DX 32632

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