

Comments, Compliments and Complaints Customer Guide



A Guide to the Comments, Compliments and Complaints Procedure

Rochford District Council aims to deliver a first class service to all its customers. We see all feedback, whether good or bad, as a valuable way for us to learn and improve. Therefore we welcome all comments, compliments and complaints.

What type of feedback do you have?

Comment

... situations which need attention from the Council or a contractor, such as broken playground equipment
... suggestions about how to improve a service

If you make a comment to the Council, this will be logged and passed to the relevant Council department to take action as necessary.

Compliment

... a positive experience with Council services, staff or work

Acknowledgment of good service is a very positive way for the Council to learn from customers. Details of all compliments received will be shared with the staff members and teams concerned, as well as at management level.

Complaint

... a negative experience caused directly by Council policy, staff or work
... occasions where the Council fails to deal with issues effectively and/or within a reasonable timescale

Our Complaints Policy is set out on the next page. This gives full details of what to expect once we have received your complaint.

How to give your feedback to Rochford District Council

You can give us your feedback in the following ways:

Online: go to <http://www.rochford.gov.uk> and you can provide us with your feedback instantly by completing the online form.

By email: you can email customer.care@rochford.gov.uk.

By post: send us a letter, or complete the Customer Feedback Form enclosed – our address details are at the back of this leaflet.

By telephone: you can phone our offices on **01702 546366**.

Your feedback is very important to us, so if you have any questions or need assistance with completing our Customer Feedback Form please do not hesitate to contact us – our full contact details are on the back of this leaflet

Complaints Policy

- The Council recognises that on occasion the standards of service offered might slip below those to which you are entitled. You may also feel that a decision or action that the Council has taken has adversely affected you.
- If you are dissatisfied in any way with the Council, we would welcome the opportunity to look into the matter and either provide you with an explanation of our actions or, where appropriate, take steps to put things right.
- If you would prefer a friend or relative to contact the Council on your behalf, or perhaps another organisation such as the Citizens Advice Bureau, we would be more than happy to deal with them. Alternatively you may wish to seek the advice or support of your local District Councillor.
- When we receive a complaint...
We aim to respond to all complaints within 5 working days of receipt. However, sometimes complaints need more detailed investigation and this may mean we need a little more time before we respond. If there is likely to be any delay in dealing with your complaint, we will always let you know.

Our promise is that if we are at fault we will apologise and try to put things right wherever we can. If we do not consider we are at fault, we will always provide an explanation why.

- If you remain dissatisfied...
The Council recognises that you may remain dissatisfied after we have dealt with your complaint.

You may therefore ask for a further review to be undertaken. The Chief Executive, a Corporate Director or a Head of Service who has not previously been involved will then carry out the review. When the review is complete they will advise you of the outcome.

- Where do you go next...
If we have been unable to resolve your complaint to your satisfaction you may be able to pursue it with the Local Government Ombudsman. The Ombudsman is an independent person who investigates complaints against local councils. We will provide you with a leaflet explaining how to make a complaint to the Ombudsman when we let you know the outcome of our investigation. Alternatively this information is available at the reception for the Council Offices in Rochford and at the Civic Suite in Rayleigh, or on our website <http://www.rochford.gov.uk>.

**If you would like this
information in large print,
Braille, or another language,
please contact 01702 546366.**



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