

Compliments
Comments
Complaints



How are we doing?



Your thoughts

If you have something to say, we will listen to you

Help us get it right

Your suggestions, praise and complaints help us to make our services better for you.

If you like what we do, tell us and we will make sure we keep doing it. If you think things could be better, let us know so that together we can improve our service.

We want to make it easy for you to tell us how we are doing, so please:

phone us on
08449 80 80 80

Our staff are ready to take your call and put you in touch with the people who can give you an answer.

If you think things are too serious or difficult to talk about over the phone then contact us by:

writing to us

Complete the pre paid reply form attached to this leaflet. Contact us through the County Council's website at www.nottinghamshire.gov.uk or e-mail us direct at complaints@nottscc.gov.uk

Compliments
Comments
Complaints





Listening to you

Our promise to you

Complaints Process

We will look into your complaint thoroughly and fairly. We will be honest and polite and keep information you give us confidential to the process. We will apologise if we have made a mistake and we will tell you what we are doing to put things right.

First stage – Initial complaint

When we receive your complaint, we will let you know (either when you contact us, or within five working days) who is dealing with it. In most cases we will give you a full and clear response to your complaint within 20 working days. If this is not possible, we will let you know when you will get an answer.

Second stage – Formal investigation

If you are not happy with our response, you can ask for your complaint to be investigated on behalf of the Chief Executive. A letter of acknowledgement will be sent within five working days. You will get a written response with the decision usually within 20 working days.

Third stage – Review Panel

If you are still not happy, you have the right to proceed to the final stage of the County Council's complaints procedure, the Review Panel. You can ask for the way your complaint was dealt with to be independently reviewed by a Panel of County Councillors at which you have the right to attend. A Panel will normally meet within 20 working days from your request and the decision will be sent to you within five working days of the Panel meeting.



Listening to you

Sometimes there may be a reason why we decide not to escalate your complaint to the next stage. This might be because it becomes apparent that your complaint falls outside our complaints process or the matter could be better dealt with in a different way. We will let you know if this is the case.

Local
Government
Ombudsman

The Local Government Ombudsman

At any stage in the Council's Complaints Procedure you have the right to take your case to the Local Government Ombudsman. However, the Local Government Ombudsman will usually ask you to allow the County Council the opportunity to resolve things through its formal complaints procedure. For more information contact:

Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH
Telephone: 0845 602 1983 or 024 7682 1960
Text: 0762 48 4323 Email: advice@lgo.org.uk
Local Government Advice Team operates
Monday to Friday, 8:30am to 5pm



Listening to you

Complaints dealt with in other ways

Adult Social Care and Children's Services

Social care complaints about adults are handled separately. Our Customer Relations Service can give you more information or advice relating to complaints about Adult Social Care. Please contact our Customer Service Centre who will direct you to the team on tel: 08449 80 80 80 or email: customer-relations-service@nottscg.gov.uk

Complaints about Children's Services are dealt with by our Children's Services complaints and investigations team. Please contact our Customer Service Centre who will direct you to the team on tel: 08449 80 80 80 or email: cyp.complaints@nottscg.gov.uk

Court Proceedings

Complaints that are the subject of court or tribunal proceedings cannot be investigated through the complaints procedure.

Compensation Claims

Claims for compensation are dealt with through the Council's Risk and Insurance section.

Parking Enforcement

Challenges to a Penalty Charge Notice or other parking enforcement issues are dealt with by Notts Parking Partnership through set procedures in accordance with the Traffic Management Act 2004.

Councillors

Complaints about the behaviour of a councillor are dealt with by the Standards Committee. They should be directed to the Council's Monitoring Officer.



Listening to you

Petitions

Petitioners are encouraged to contact their local councillor to present the petition to council which would then seek a response from the appropriate decision maker.

Policy

Changes to council policy are decided by elected councillors. All policy comments/complaints are monitored and considered by the relevant councillor who may ask for the policy to be reviewed.

Schools

Complaints about schools should be made through the head teacher or governing body in line with their procedure.

District and Borough Councils

For services undertaken by district and borough councils, for example, housing, waste collection, collection of council tax, leisure and environmental health, please contact them direct.

Nottingham City Council

Nottingham City Council provides services within the city boundaries. Please visit their website for areas they cover.
www.nottinghamcity.gov.uk

*If a complaint is received by us that should be directed to another process, we will forward it on. Contact our Customer Service Centre for more advice: telephone: 08449 80 80 80
email: enquiries@nottsccl.gov.uk*

Opening times:

Monday to Friday 8am to 8pm

Saturday 8am to 12pm

*Find out more about our services at
www.nottinghamshire.gov.uk*





Listening to you

Data Protection Act 1998:

To help us to process and monitor your complaint, we record the personal details you provide about yourself. Special rules apply to your personal details under the Data Protection Act and the way we must handle them. Please be aware that:

1. Access to your personal details held on computer is strictly limited.
2. We will not share your personal details with anyone outside the County Council unless you agree or unless it is really necessary.
3. Where necessary we may have to discuss your particular case with other organisations outside the Council such as other Councils, local transport providers or schools. In doing so we might have to discuss your personal details. If you do not want us to discuss your personal details with any other organisation please let us know.
4. As part of improving our services, we provide monthly reports to our councillors on complaints received in their electoral areas. Your personal details may therefore be made available to your local councillor who may be able to offer support with your complaint. If you do not wish for your personal details to be provided to your Councillor please let us know.

Listening to you

I wish to make a (please tick)

Compliment

Comment

Complaint

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Fax: _____

E-mail: _____

Have you contacted the County Council before about this matter?

Yes No

When was this? _____

Who did you deal with?

Signature: _____

Date: _____

What/who would you like to have a say about?

tear off, moisten gummed edges and fold

moisten gummed here

moisten here

Corporate Complaints Team
Nottinghamshire County Council
County Hall
West Bridgford
NOTTINGHAM
NG2 7QP

Business Reply
Licence Number
RLSR-KXLH-GBLH



fold here

Please select as appropriate:

YOUR GENDER: Male Female
Male to female transgender
Female to male transgender
Transgender

YOUR AGE: 16-25 26-35 36-45
46-55 56 & over

YOUR SEXUAL ORIENTATION: Lesbian
Gay Bisexual Heterosexual/Straight

DISABLED: Yes No

YOUR ETHNICITY:

White

British Irish Gypsy/Romany
Other White Please specify _____

Asian or Asian British

Indian Pakistani Bangladeshi
Other Asian Please specify _____

Mixed (Dual Heritage)

White and Black Caribbean
White and Black African
White and Asian Other Mixed
Please specify _____

Black or Black British

Pakistani Caribbean African
Other Black
Please specify _____

Other Ethnic Group

Chinese Other Ethnic Group
Please specify _____

YOUR RELIGION OR BELIEF:

Christian Hindu Jewish Sikh
Muslim Buddhist No religion
Other (please specify) _____

Why we ask for information about you?

We want to make sure everyone can make a comment and that we treat them equally and fairly. This information you give us will not affect the way we deal with your feedback. We only use it to check our performance and make sure that we are treating everyone fairly.



Nottinghamshire
County Council

Contacting us

phone **08449 80 80 80**

post **Chief Executive's Department, County Hall,
West Bridgford, Nottingham NG2 7QP**

internet **www.nottinghamshire.gov.uk**

published **July 2010**

D&P/6.10/CE/2811

Information about our services can be made available upon request in alternative formats and languages. Please contact 08449 80 80 80.



Please recycled when you have finished with this publication.