

# ***How are we doing?***



If you live or work in Nottinghamshire you will almost certainly use some of the following:

- Nurseries
- Youth centres
- Libraries
- Country parks
- Roads and pavements
- Public transport

All of these services, and many others, are provided for you by Nottinghamshire County Council. We always try to offer the best possible service but need your help to make sure that we are getting it right. We also welcome your ideas to help improve things.

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. If you have got a good idea share it. After all, as a user of our services you are best placed to suggest ways in which things can be improved.





## ***Please send us:***

Comments - on the things we do and the way we do them.

Compliments - if you like what our staff have done let us know and we will pass on your thanks.

Complaints - if you believe we have done something wrong or let you down please tell us what you think we should do about it.

We promise:

- to look into it fairly;
- do our best to put it right and
- to always tell you what we are doing.

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



## ***Please let us know:***



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

**phone us on our  
free hotline 0500 355191**

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/comments](http://www.nottinghamshire.gov.uk/comments) or e-mail us direct at: [complaints@nottinghamshire.gov.uk](mailto:complaints@nottinghamshire.gov.uk)

**or call in to see us**

Best of all, if you know who provides the service you want to comment on, talk it over face to face. Contact our free hotline 0500 355191 to find out how to make an appointment, or call in to your local County Contact Point in Mansfield or Retford. They may not be able to resolve your problem instantly, but they will know someone who can help.

## ***Your choice***

Choose which ever way of getting in touch with us that best suits you. If you do not want to use the reply form, write to us at the same address telling us what you think and remember, we will always try to deal with your comments promptly and confidentially.



## ***If you need help***

If you would like to talk to someone about our services before you tell us what you think, or if you would like any help in filling in the complaints form, please call the free hotline 0500 355191.

We can also put you in contact with your local County Councillor, library or County Contact Point to give you further advice and help in having your say about our services.

There are certain aspects of our services to which this does not apply i.e. where complaints which are dealt with under statutory provisions, e.g. certain areas covered by Social Services, Education and Planning including:

- child protection investigations and other service provision by Social Services
- planning applications
- schools\*
- the curriculum
- school admissions
- school exclusions
- special educational needs

\* If your complaint is about a school, your first contact should always be with either the Headteacher or Chair of the Governing Body. If this fails to put things right, contact our free hotline 0500 355191 for the number of your local area education officer, or to request a copy of our guidance leaflet, 'Listening to You - School Complaints'.



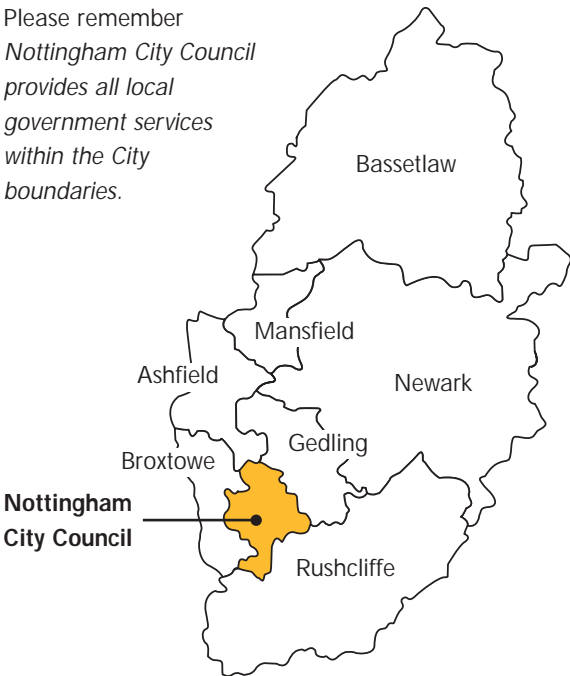


# ***Your rights***

We hope you are happy with our services and will talk or write to us if you have any problems or comments.

If, however, you are not happy with the way you have been treated, or the way that your comments are dealt with, you have the right to complain formally and to know how your complaint is being handled.

Please remember  
*Nottingham City Council  
provides all local  
government services  
within the City  
boundaries.*



*If you need to contact the City Council, the telephone number is (0115) 915 5555. The address to write to is:  
The Chief Executive, Nottingham City Council,  
The Guildhall, Nottingham NG1 4BT.*



# ***Complaints procedure***

## ***Talk it over***

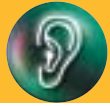
We are sorry you have not been happy with certain aspects of our service. Why not talk to the people who provided the service to see if they can put things right for you. If you are still not satisfied, or feel you cannot talk to them, then you can register a formal complaint.

## ***Registering a formal complaint***

You can ask for your complaint to be registered by completing the pre paid reply form attached to this leaflet. We will contact you within 5 working days acknowledging receipt of your complaint. Following a thorough examination of the circumstances surrounding your problem we will try to resolve your complaint. We normally try to reach a decision on all complaints within 20 working days. If this is not possible, those responsible for dealing with your complaint will write to you within 20 working days to inform you of progress and let you know when you can expect a decision.

If you are still not satisfied, you have the right for your complaint to be investigated by the Chief Executive.





## ***Investigation of your complaint by the Chief Executive***

You can ask for your complaint to be investigated by the Chief Executive of the County Council. A letter of acknowledgement will be issued within 5 working days of receipt of your request for the complaint to be reconsidered. A decision will normally be issued within 20 working days.

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.

## ***The Review Panel***

You can ask for the way your complaint was dealt with to be independently reviewed by a Panel of Elected Members of the County Council at which you have the right to attend. The Panel will review the details of your complaint and consider whether every effort has been made to resolve your complaint. A Panel will normally meet within 20 working days from your request. The decision will be sent to you within 5 working days of the Panel meeting.





## ***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 details of your Local Government Ombudsman contact Beverley House, 17 Shipton Road, York YO30 5FZ or telephone (01904) 380200.

**Data Protection Act 1998:** To help us to process and monitor your complaint, we record the personal details you provide about yourself (name, address etc) on computer together with details of your complaint. 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.
3. So that we can properly consider and respond to your complaint it may be necessary to discuss your details within the Council with, for example, the department that provides the service you are complaining about. It is self evident that in those circumstances we cannot process your complaint without sharing your personal information within the Council.
4. Where necessary we may also 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. We will not discuss your personal details or your case with anyone who is not relevant to the complaint. If you do not wish to discuss your personal details with any other organisation outside the Council please let us know.

